COMMUNICATION STYLES

It’s Not What’s Said; It’s What’s Heard

A Seminar for:

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Presented by:

Scott Nelson
Certified Effectiveness Coach
About Your Presenter

Scott Nelson is a certified effectiveness coach. He is a leadership coach and corporate trainer for Clarity Central based in Minneapolis, MN. Scott graduated with a B.B.A. degree from University of Wisconsin-Eau Claire and has done post-graduate work in ontology.

In 1988, Scott began working as a sales manager in the beauty & cosmetic industry while also starting a career as an inspirational speaker on the topic of positive communication.

In 1993, Scott began working at Mayo Clinic as a conflict resolution mediator for patients and physicians. In 2002, he became a stay-at-home dad and has been active volunteering in their school activities and coaching youth sports. He is also a volunteer firefighter.

Scott’s coaching career began in 2005 when he graduated from the Ideal Coaching Academy where he then began coaching and training future certified effectiveness coaches. His emotional intelligence, authentic feedback and ability to teach personal awareness have been at the core of his success.

Scott’s coaching and training experience spans internationally and involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds, from Maasai tribes in Tanzania, to executive leaders in corporate America, to teenagers and parents in local high schools.

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Self-Assessment
Communication Styles

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<tr>
<th>Traits</th>
<th>Driver</th>
<th>Expressive</th>
<th>Amiable</th>
<th>Analytical</th>
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<tr>
<td></td>
<td>Competitive</td>
<td>Sociable</td>
<td>Caring</td>
<td>Cautious</td>
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<td>Determined</td>
<td>Demonstrative</td>
<td>Sharing</td>
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<td>Purposeful</td>
<td>Persuasive</td>
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<td>Takes Charge</td>
<td>Adventuresome</td>
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<td>Enthusiastic</td>
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<td>Questioning</td>
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<td>Inspirational</td>
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<td>Thorough</td>
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<td>Initiates</td>
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<td>Accepting</td>
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<td>Smothering</td>
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<td>By Others</td>
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<td>Phony</td>
<td>Wishy-washy</td>
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<td></td>
<td>Insensitive</td>
<td>No Follow-up</td>
<td>Too accepting</td>
<td>Picky</td>
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<td>Impersonal</td>
<td>Scattered</td>
<td>No Results</td>
<td>Too Much Data</td>
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<td>Best Way To</td>
<td>Be Direct</td>
<td>Socialize</td>
<td>Explain</td>
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<td>Communicate</td>
<td>Let Them Decide</td>
<td>Be Talkative</td>
<td>Be Curious</td>
<td>Listen</td>
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<td>With Them</td>
<td>Focus On Results</td>
<td>Enthusiasm</td>
<td>Relax</td>
<td>Facts</td>
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<td>Be Brief</td>
<td>Excitement</td>
<td>Be Patient</td>
<td>Clarify</td>
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<td>Likes</td>
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<td>Flexibility</td>
<td>Confirmation</td>
<td>Accuracy</td>
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“If you don’t know what an extrovert is thinking, you haven’t been listening. If you don’t know what an introvert is thinking you haven’t asked.”
- Isabel Briggs Myers
Low Emotional Intelligence

- Aggressive
- Demanding
- Egotistical
- Bossy
- Confrontational

High Emotional Intelligence

- Assertive
- Ambitious
- Driving
- Strong-Willed
- Decisive

- Easily Distracted
- Glib
- Selfish
- Poor Listener
- Impulsive

- Warm
- Enthusiastic
- Sociable
- Charming
- Persuasive

- Resistant to Change
- Passive
- Un-Responsive
- Slow
- Stubborn

- Patient
- Stable
- Predictable
- Consistent
- Good Listener

- Critical
- Picky
- Fussy
- Hard to Please
- Perfectionistic

- Detailed
- Careful
- Meticulous
- Systematic
- Neat