

Personal Communication Dynamics

Task Focused Assertive (Mission is to "Get It Done!")

- * Result oriented
- * Communicate bluntly and directly
- * Need control
- * Self-Confident
- * Embrace change
- * Sets high (sometimes unrealistic) standards for themselves and others
- * Assumes leadership roles
- * Impatient
- * Fear being hustled

When Talking with "Task Focused Assertive Communicators:

- * Talk about results - not people.
- * Be very prepared when you talk to them.
- * Being blunt (within boundaries) will not hurt their feelings.
- * Speaking indirectly and evasively will frustrate them.
- * They want you to get to the point.

Possible Characteristics:

- * Blunt - rude
- * Inadvertently inconsiderate
- * Tendency to hurt people's feelings without being aware of it.
- * Does get sarcastic at times when frustrated.
- * Frustration is expressed by becoming loud, sarcastic, or arrogant.

Task Focused Passive (Mission is to "Get It Right!")

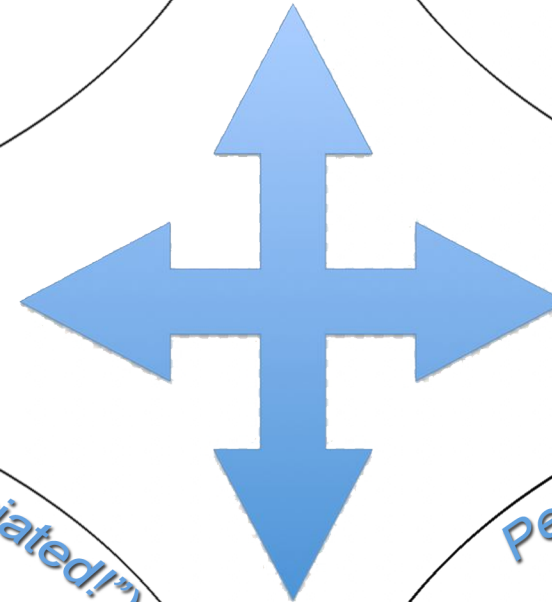
- * Need to be correct
- * Communicate indirectly and very detailed
- * Organizes
- * Non-Emotional
- * Likes facts and figures, prefer accuracy
- * Likes documentation
- * Planners
- * Perfectionists
- * Fear criticism

When Talking with "Task Focused Passive Communicators:

- * Use facts and logic, not emotions.
- * When possible, have documentation.
- * Go step by step in a logical order
- * They want you to be precise.

Possible Characteristics:

- * Cannot make a decision.
- * More information.
- * Hates change.
- * Likes order.
- * Facts/Figures
- * Disorder upsets them.
- * Prefers to be behind the scenes.
- * Needs prodding to talk.
- * Frustration will be expressed by silence, withdrawal, and complaining.



People Focused Assertive (Mission is to "Get Appreciated!")

- * Creative and energetic
- * Communicate directly and elaborately
- * High energy, exciting, creative
- * Like rapidly changing situations
- * Like new ideas
- * Highly competitive
- * Make quick decisions
- * Good persuaders
- * Disorganized
- * Fear rejection

When Talking with "People Focused Assertive Communicators:

- * Talk about recognitions and rewards.
- * Give compliments.
- * Talk in terms of people and team, not facts and figures.
- * They want you to be exciting.

Possible Characteristics:

- * Get bored with new projects
- * Good persuaders - is passionate
- * Need recognition
- * Need applause, feedback
- * Frustration will be expressed by talking louder and faster, tantrums, exaggerations
- * May become snipers or grenades
- * Explode with frustrated

People Focused Passive (Mission is to "Be Builders!")

- * Strong team player
- * Communicate indirectly and politely
- * Loyal to people and the organization
- * Highly intuitive
- * Fear sudden changes
- * Friendly and considerate of others
- * Upset by conflict
- * Only group without "personal" agenda
- * See all sides of an issue
- * Good listeners
- * Indecisive

When Talking with "Task Focused Passive Communicators:

- * Be friendly and sincere
- * Slow down and listen
- * Challenge them to accept change
- * Encourage their input
- * They want you to be pleasant

Possible Characteristics:

- * Stay in the background
- * Passive aggressive behavior - or they will disappear!
- * Frustration is expressed by "insincere" accomodation
- * Try to get things done
- * Indecisive "It doesn't matter."
- * Don't like change
- * Fence menders
- * Team players
- * Builders