

## TALK to ME...

Communication and Productivity

Miscisin 2010

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Listen to What We Say...  
HONOR WHAT WE KNOW...

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Miscisin 2010

**"When people continue with their own agenda without listening to the needs of others, a lot of words can be exchanged without any intended communication actually taking place..."**

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## Open lines of Communication:

- Share True Colors with Everyone
- Pause and PAY ATTENTION
- Learn from the past but avoid over-generalizing
- Look for the positive intention behind the behavior

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- Give others the benefit of the doubt
- Keep experimenting—there is no such thing as failure, only results
- Be prepared to adapt
- Decide what is important to you

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## **Blue** Communication: How do I feel about this? How will others feel?

- |                        |  |
|------------------------|--|
| • Friendly             | • Creative   |
| • Helpful              | • Indirect   |
| • Expresses emotions   | • Reads between the lines                                      |
| • Optimistic           | • Personal   |
| • Fosters harmony      | • Polite and compassionate—unless personal values are violated |
| • Empathetic           |  |
| • Takes time to relate |  |

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## Communicating with **Blues**

- Acknowledge them
- Let them know you care
- Recognize their contributions
- Pay attention to congruency
- Include them
- Have patience
- Listen for feelings
- Let them share what they know
- Hear them out
- Show appreciation
- Use gestures of friendship
- Be tactful when offering feedback

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## If you are a **Blue**...

- Practice objectivity
- Add "NO" to your vocabulary
- Speak up
- Recognize the difference between politeness and real interest
- Seek other avenues

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## **Gold** Communication: What does the data tell me?

- In writing...
- Purposeful
- Appropriate language
- Task-focused
- Loyal
- Predictable
- Chronological
- Detail-oriented
- Status quo
- Judgments
- Closure
- Accountable

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## Communicating with **Golds**

- Be specific
- Outline priorities
- Plan ahead
- Stay on target
- Save surprises and novelty
- Don't interrupt
- Apologize when appropriate
- Appeal to sense of right and wrong
- Acknowledge their hard work
- Maintain composure
- Be consistent
- Recognize their contributions

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## If you are **Gold**...

- Have patience
- Consider other options
- Practice peripheral listening
- Accept others
- Give it a break—you don't have to be the manager of the Universe

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## **Orange** Communication: Let's do it! How can we do it NOW?

- Confident
- Loud
- Casual
- Desire to speak in the moment
- "Now" oriented
- Quick
- Brief
- Straightforward
- In motion
- Flexible
- Varied
- Involved

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## Communicating with **Oranges**

- Be prepared to listen for straight content
- Lighten up
- Use sound bites
- Match their speed
- Move with them
- Appreciate their flair
- Give them an audience
- Offer options
- Make it a challenge
- Recognize their contributions

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## If you are **Orange**...

- Be aware of how you are coming across
- Wait for a response before proceeding
- Identify others' requirements
- Notice when you are exaggerating
- When listening to others, keep your mind focused
- Pause before making a commitment
- Recognize others
- Use softeners when making requests or giving direction
- Make a decision and stick to it
- FIND OTHER ORANGES

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## **Green** Communication: How will this impact us in the future?

- Purposeful
- Private
- Logical
- Think before they speak
- Irritated at "stupid questions"
- Abhor redundancy
- Theoretical
- Like the big picture
- Love to share ideas
- Ask a lot of questions
- Use big words
- Communicate with conviction
- Wry sense of humor

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## Communicating with **Greens**

- Give them time to think
- Don't misinterpret their need for information as anything else
- Give the big picture
- Stick to logic
- Watch your vocabulary
- Notice their humor
- Debate with them for fun
- Speak for a purpose
- Understand and heed
- Recognize their contributions

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## If you are a **Green**...

- Add some detail—or not
- Ease up
- Allow emotions
- Pay attention to other people's needs
- Learn to listen without fixing
- Acknowledge others' intent
- Save the debate
- Make time for your relationships
- Inform others

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Brightening your palest color  
**TURN UP THE INTENSITY**

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## Use ALL of your True Colors!

- Listen to questions...
- Pay attention to comments...
- Watch reactions...
- Look at all sides of issues and plans...
- Flex your Communication Style...
- Collaborate.

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## Brighten your **ORANGE**

(increase your flexibility, spontaneity and enjoyment of the present moment)

- Do something for the FUN of it
  - Forget about your schedule
  - Don't question the logic or productivity of the activity
- SAVOR your Senses
  - Pay attention to way it smells or feels in your mouth
- Express yourself OPENLY
  - Find a safe audience
- LIGHTEN up
  - Share a joke and get playful
- Create an ADVENTURE
  - Look at it through a child's eyes
  - Go exploring

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## Brighten your **GOLD**

(increase your professionalism, improve in areas of time management)

- Respect timelines
  - Plan to be there early
  - Follow an agenda
- Think before you Speak, Act, or Interrupt
  - Brush up on etiquette
- Get Organized
  - De-junking your life, get rid of the clutter

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## Brighten your **BLUE**

(expand your comfort zone and acquire new skills)

- Listen
  - Pay attention to the feelings behind the words, don't fill in the words.
- Fostering Feelings
  - Express a range of emotions, "fake till you make it"
- Touch
  - Give or accept a hug
- Join a Cause
  - Human betterment movement

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## Brighten your **GREEN**

(being able to say NO, being calm in face of conflict)

- Ask "Why?"
  - Explore beneath the surface, delve into the hidden facts or even manipulation
- Exercise Objectivity
  - Don't act like a "Pavlov Dog"
  - Remember you have choices -- Don't be a victim
- Solve a problem for yourself
  - Figure out a challenge on your own before turning to others
  - Get creative



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