



**Coffee Chat:
What's my
Communication
Workstyle?**



Housekeeping & Announcements

- Recording in-process
 - Recording will be available on VOE-
Network website
- Enter questions into the chat function
- Questions will be answered at the end



Mark your Calendar!

**COFFEE CHAT: WORKSTYLES
COMMUNICATION PART 2 ON
WEDNESDAY JULY 13TH**



Today's Speakers

Julianne Brandolini- Julianne has worked for the MGH Center for Comparative Medicine since 2008 and is currently serving as the Training Program Manager — overseeing the training for new hires, Team Leaders and animal users. She graduated from the University of New Hampshire with a BA in Equine Science

Steven LaMacchia- Steven LaMacchia graduated in 2015 from Salem State University with a Bachelor of Science in Biology and a minor in Chemistry. Steven now serves as the CCM's Continuous Improvement Program Coordinator. Steven supports teams in problem solving and lean initiatives aimed at improving the animal care program through lean thinking. He ensures every level of the department, especially the animal care technicians, understand CCM's lean culture so they can improve their daily work.

Mary Tetreault- Mary is currently an IACUC Protocol Administrator at Brigham and Women's Hospital in Boston, She has been a member of the Program Committee with the VOE-N for the last 2 years supporting the work and helping to plan the programs put on. She has a B.S. in Animal Science and Technology from the University of Rhode Island.

Renee Thompson- Renee is the Business and Special Services Manager at the Center for Comparative Medicine at Brigham and Women's Hospital. Renee has served in biomed for eleven years, about half of that time spent in facility operations and the other half spent on the business end. Renee is currently a member of the Vivarium Operational Excellence (VOE) Network Board of Directors, supporting their mission as the Program Committee Co-Chair.



Haven't
taken the
assessment
yet?



Link in chat



Please take the time now



What is Communication?

- A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior
- The elements of communication
 - Sender - Medium - Receiver - Message - Feedback
- Effective communication
 - Clear
 - Concise
 - Repeating back
 - Listening
 - But, most importantly, knowing the styles can help you communicate effectively!



Why is communication style important?

- Communication style may impact the effectiveness of what we are trying to say
 - It's not just what you say, it's how you say it
- Each communication style sends and receives messages differently
- Look for the signs of miscommunication that may be caused by differing communication styles
 - Defensive/angry reactions from listeners
 - Unwillingness by listener to share necessary information



Master
Listening Effective Body
Language Well
Business Non-verbal Cross Good
Communication
Skills
Message Active
Empathic
Cultural
Listen

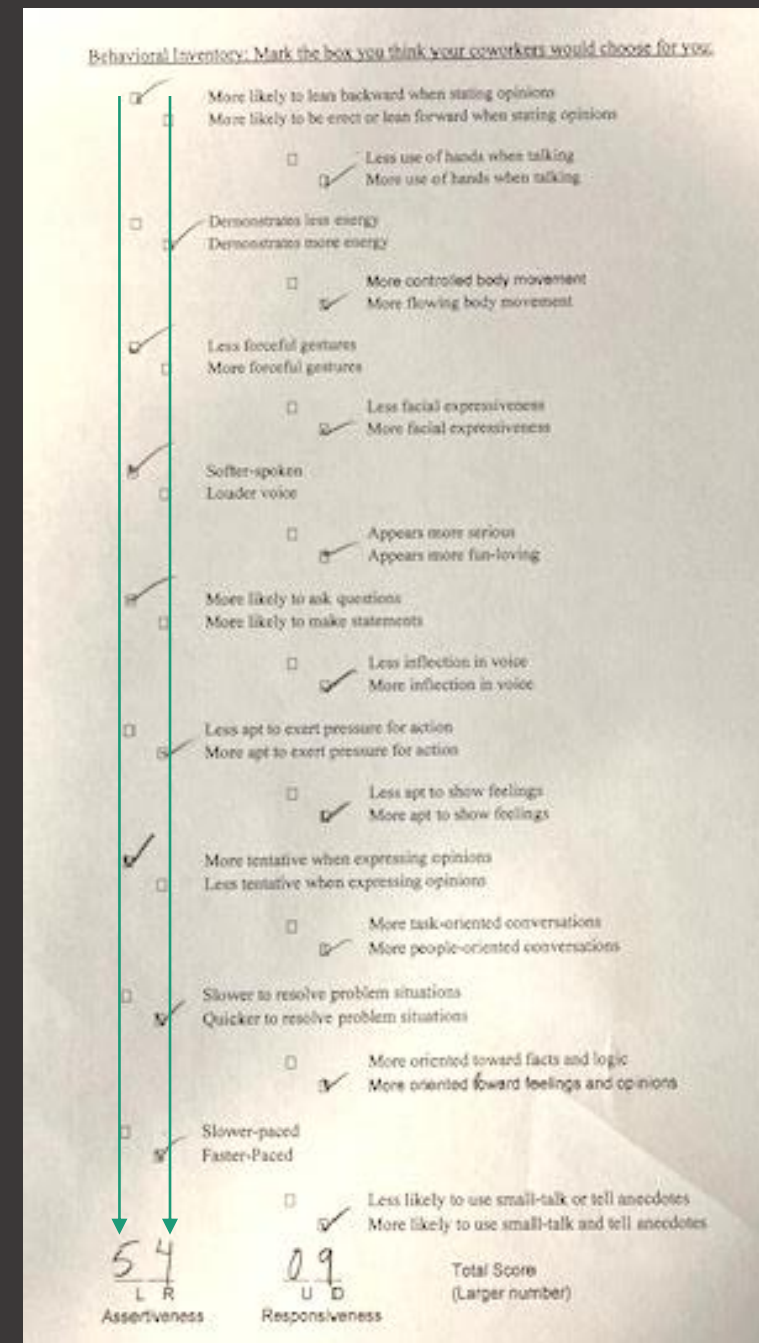
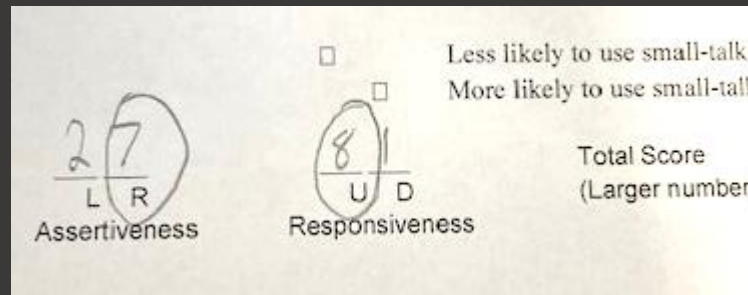
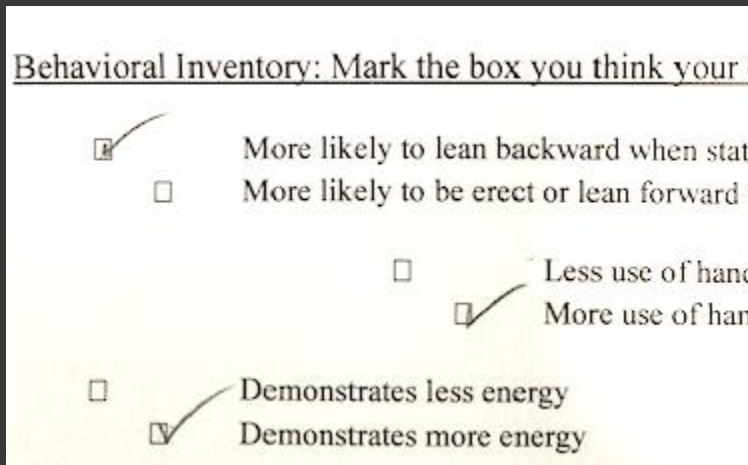
Your Communication Style

- Most importantly – what is your style?
- How do you present yourself?
- How do others perceive you?
- How do you react under pressure/stress?



Filling out the Workstyles Sheet

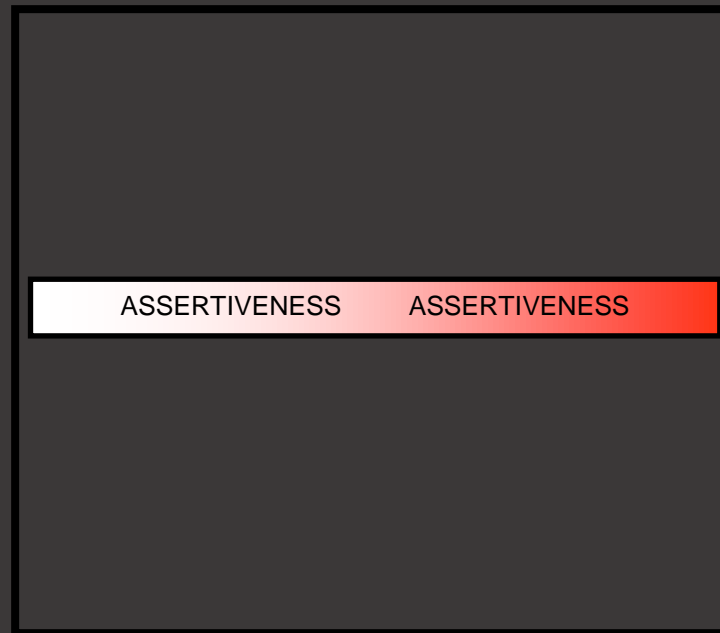
- Place a check mark next to the statement that you feel best describes your work style
- Once all the sections have a check mark, add the number of checks in each column and place the total at the bottom
- The largest number in each section will determine where you land on the grid



Work Style Indicators - Assertiveness

Left of the line

- Talks less
- Speaks slower
- Speaks softer
- Moves slower
- Less excitable
- Less forceful
- Less risk-orientated
- Less direct confrontation



Right of the line

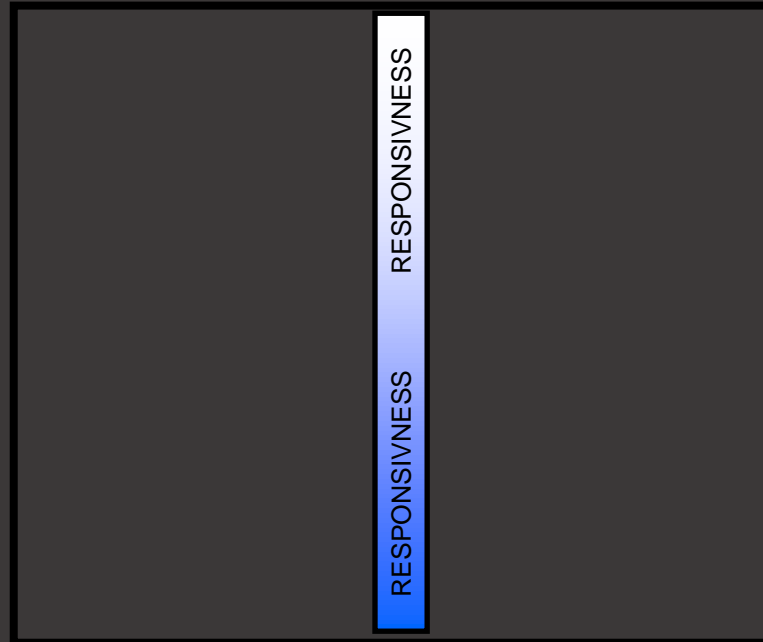
- Talks more
- Speaks faster
- Speaks louder
- Moves faster
- More excitable
- More forceful
- More risk-orientated
- More direct confrontation



Work Style Indicators - Responsiveness

Above the line

- Less disclosing of feelings
- Appear more reserved
- Less facial expressiveness
- Gesture less often
- Less apt for “small talk”
- Use more facts/logics vs. anecdotes
- More task-oriented
- Prefer working alone
- More formal
- More structured in use of time



Below the line

- Express feelings more openly
- Appear more friendly
- More facial expressiveness
- Gesture more freely
- Comfortable with “small talk”
- Use more anecdotes & stories vs. facts/logics
- More concerned with human aspect of issues
- Prefer group work
- More casual
- Less structured in use of time

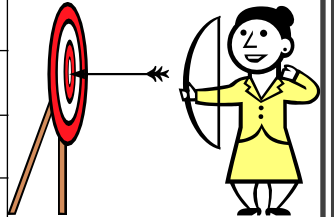


The Workstyles

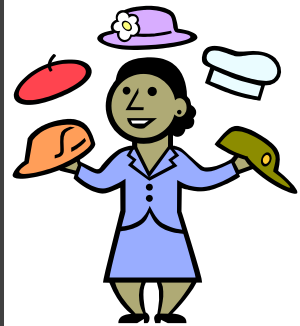
Analytical



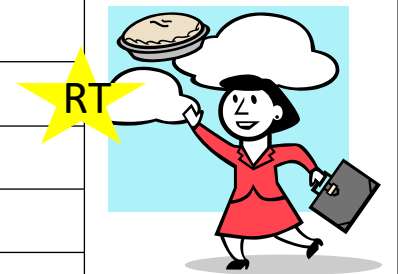
Driver



9 8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8 9



Amiable



Expressive

SL

MT

JB

RT

What workstyle
are you?



For Next Time...

- Part One:

Have at least one person you work with (staff member, colleague) take the quiz and chart their workstyle- now that you have this information how can it impact your communication with them?

- Part Two:

Have at least one person you work with fill out the quiz on your behalf and chart the workstyle. Does the perceived workstyle match the workstyle group that you placed yourself in?





Questions

