



Neupauer
Training

Communication Styles Assessment

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Instructions

1. Choose one environment: work, at home, around people you don't know, friends...
2. Using the chart below, give yourself a score from 0 to 3 for each description, where 0 is 'not at all like me' and 3 is 'always like me'. You can have a minimum score of 0 or a maximum score of 9 for each row
3. Don't overthink it. Go with your gut reaction.
4. Once you have scored all the categories, tally up the scores across each row.
5. Transfer these scores to the good and bad charts
6. You can plot your scores on the circles provided and connect the dots to give you a visual representation of your communication styles.

To make it interesting:

You can do more than one of these if you pick a different environment to give you a better idea of how your communication style changes from home to work, friends to strangers.





Communication Style Profile

| Never like me | Occasionally like me | Often like me | Always like me |
|---------------|----------------------|---------------|----------------|
| 0 | 1 | 2 | 3 |

| | | | |
|---|---|--------------------------------------|--|
| 1 | Advise others about the best way to do things | Like to be in charge | Set out a clear plan and expectations for others |
| 2 | Don't let things go easily | Expect people to do what I say | Pull people up on small mistakes to make a point |
| 3 | Not judgmental of others | Supportive and encouraging | Find it easy to start conversations |
| 4 | Use a motherly/fatherly approach | Talk down to other people | Fill a silence if it feels awkward or someone is uncomfortable |
| 5 | Often smile and chat to others | Enjoy the company of other people | Warm and kind natured |
| 6 | Compliment people to get on their good side | Self-disclose early in relationships | Want to be liked by everyone |
| 7 | Treat others with respect | Naturally trusting of others | Often compliment or commend others for doing well |
| 8 | Feel uncertain or unsure in new situations | Hesitate if not sure of something | Apologise even if you haven't done anything wrong |



Communication Style Profile continued

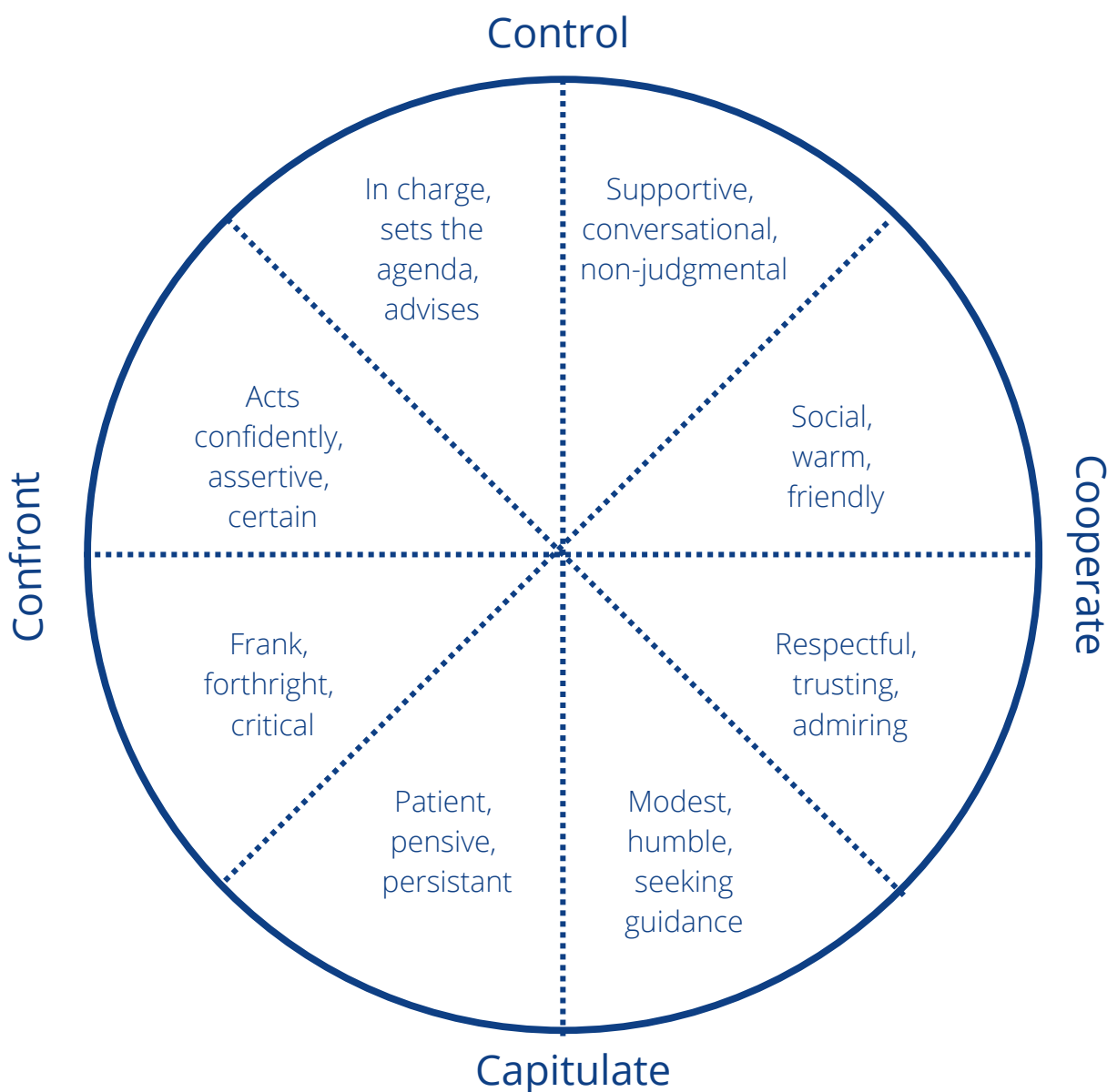
| | | | |
|----|--|---|---|
| 9 | Apologise if you are in the wrong | Seek help and support from others | Not boastful even when you've done something well |
| 10 | Switch off if you feel awkward/uncomfortable | Avoid conflict whenever possible | Stay quiet in social situations/try to fade into the background |
| 11 | Patient and tolerant of others | Thoughtful and reflective | Keep emotions contained |
| 12 | Feel irritated by other people | Naturally distrustful of others | Resent it when others do well |
| 13 | Clear and concise | Direct and to the point | Can give critical feedback without offending |
| 14 | Like to verbally spar with others | Use sarcasm in arguments | Think others should pay for their mistakes |
| 15 | Confident | Certain about your own views and opinions | Assertive when challenging someone |
| 16 | Like to have the last word in arguments | Enjoy a good argument with someone | Judge other people's behaviour if it fails your own standards |



Communication Style Profile

Good Circle: when you're communicating well

| | | | |
|-------|----------------------|--------|---------------------|
| Row | Control | Row 9 | Capitulate |
| Row 3 | Control/Cooperate | Row 11 | Capitulate/Confront |
| Row 5 | Cooperate | Row 13 | Confront |
| Row 7 | Cooperate/Capitulate | Row 15 | Confront/Control |

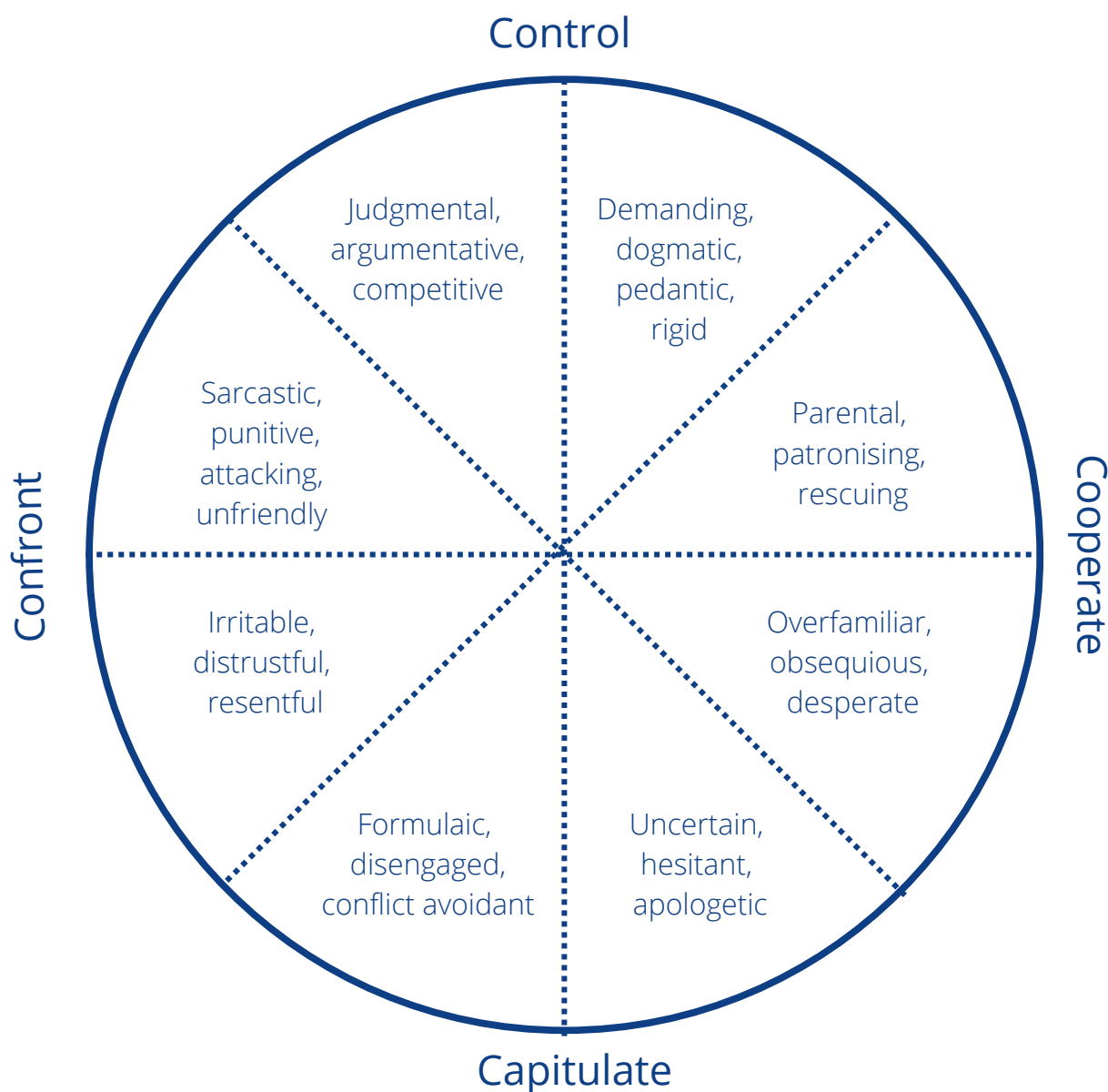




Communication Style Profile

Bad Circle: when you're communicating badly

| | | | |
|-------|----------------------|--------|---------------------|
| Row 2 | Control | Row 10 | Capitulate |
| Row 4 | Control/Cooperate | Row 12 | Capitulate/Confront |
| Row 6 | Cooperate | Row 14 | Confront |
| Row 8 | Cooperate/Capitulate | Row 16 | Confront/Control |

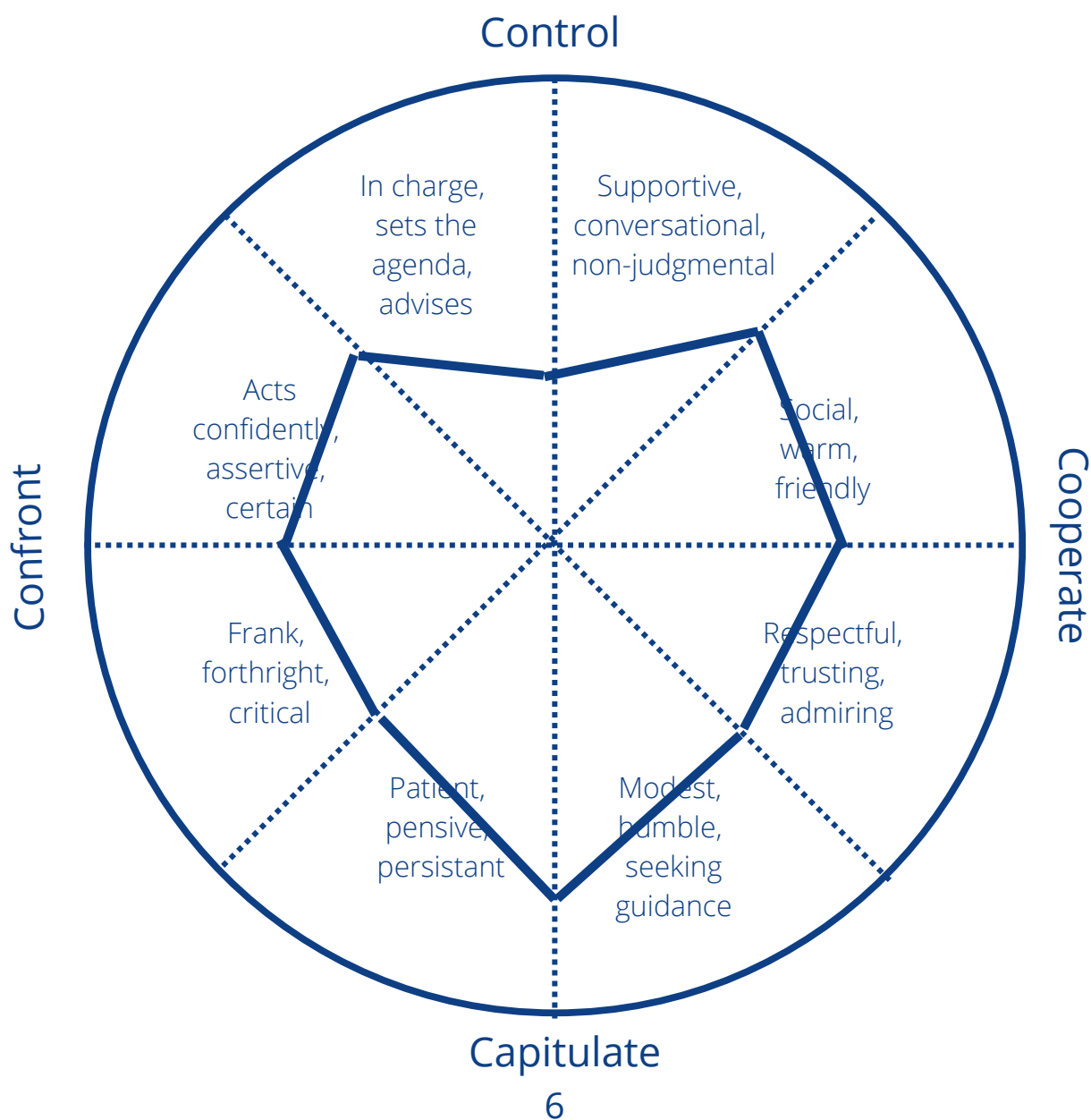




Example of Communication Style Profile

Good Circle: when you're communicating well

| | | | | | |
|-------|----------------------|---|--------|---------------------|---|
| Row 1 | Control | 4 | Row 9 | Capitulate | 7 |
| Row 3 | Control/Cooperate | 6 | Row 11 | Capitulate/Confront | 5 |
| Row 5 | Cooperate | 6 | Row 13 | Confront | 6 |
| Row 7 | Cooperate/Capitulate | 5 | Row 15 | Confront/Control | 5 |

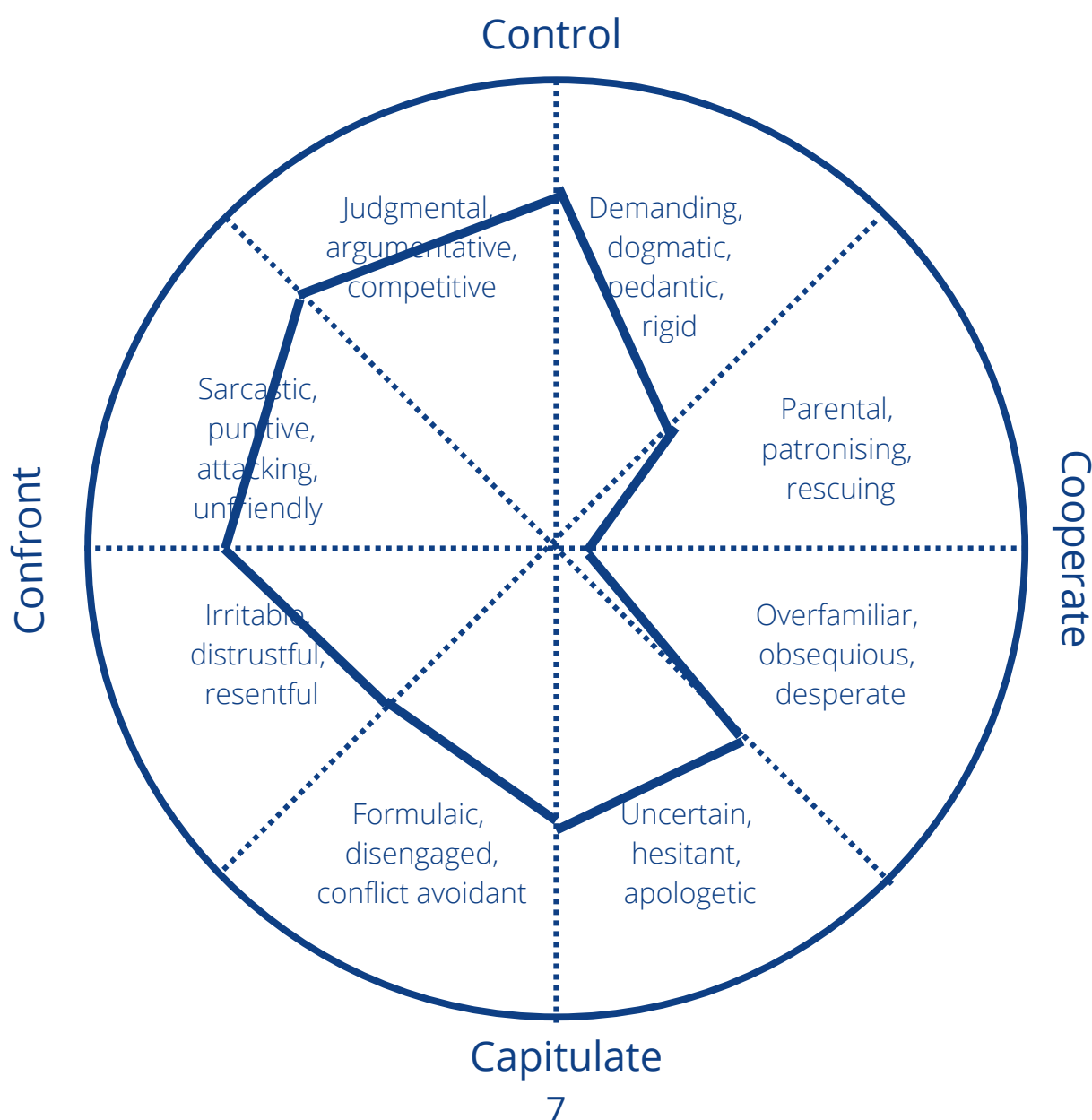




Example of Communication Style Profile

Bad Circle: when you're communicating badly

| | | | | | |
|-------|----------------------|---|--------|---------------------|---|
| Row 2 | Control | 8 | Row 10 | Capitulate | 6 |
| Row 4 | Control/Cooperate | 3 | Row 12 | Capitulate/Confront | 5 |
| Row 6 | Cooperate | 1 | Row 14 | Confront | 7 |
| Row 8 | Cooperate/Capitulate | 5 | Row 16 | Confront/Control | 7 |





Communication Styles

Confrontation



Frank, forthright and critical, this sort of person is very direct. What they say may sometimes appear blunt but is often honest and never personal or purposefully hurtful. Their attitude is: 'Let me be clear. This is the bottom line.'



Often aggressive and intimidating, this sort of person seeks to control others through fear, either of unpleasant consequences or potential violence. They may be verbally insulting, attacking or sarcastic. Their attitude is: 'Do what I say, or else.'

Capitulate



Humble, patient, pensive, this sort of person treats others with respect. They may seek out support or reassurance, or may want to cautiously assess the situation fully before acting. Their attitude is: 'I'm listening and observing. I'll chip in when I'm ready.'



This sort of person is avoidant, weak and hesitant. They will try to dodge confrontation whenever possible and may appear uncertain and lacking in confidence. They may be formulaic or hide behind a script. Their attitude is: 'I don't really know what I'm doing - you do it for me.'



Communication Styles

Cooperate



Cooperative individuals seek to get others to cooperate through support and encouragement. They are appropriately warm and affectionate to the context they are in. Their attitude is: 'We're a team-together we can do this. I'm here for you.'



This sort of person blurs the boundaries of relationships, be they friendships or professional. They are overly intimate and may make others uncomfortable with their affection. They want to be liked at all costs and may appear fawning or desperate. Their attitude is: 'We are all friends here.'

Control



In charge, considers themselves a leader, makes clear decisions and likes to be in control. Their attitude is: 'Listen to me - I know what to do.'



Bossy, dogmatic, controlling, this sort of person takes over completely ignores others' opinions, interrupts and overrules others. Their attitude is: 'My way or the highway.'



What next?

Knowledge is power. But knowing and understanding your communication style doesn't mean anything.

Now you know your good and bad communication habits, you need to use more of the good ones and remove the bad ones.

Think about different situations in your life and where you use what communication style. You can use different coloured pencils to do this assessment to see how your styles differ. This will give you an idea where you need to improve.

Practice makes perfect. First comes the awareness, especially in not too emotionally charged situations. It's hard to implement any changes when emotions run high.

Self observation and small changes will go a long way.

Need help?

For individual and/or
team training session
to improve communication
contact
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