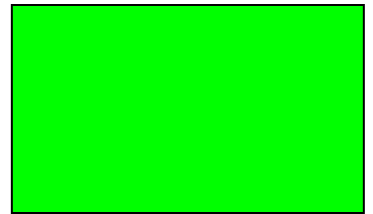
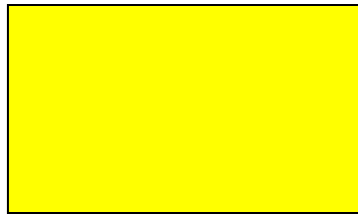
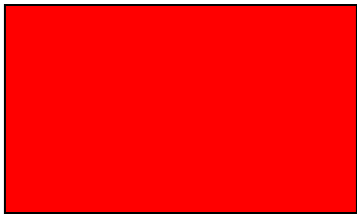


True Colors of Communication



Your Facilitator

Alison DiFlorio

Human Capital Division, Exude, Inc.

“ Our mission is to support yours.”





**“AT HEALTH UNION, WE INSPIRE PEOPLE
TO LIVE BETTER WITH CHALLENGING
HEALTH CONDITIONS.”**

Today's Objectives

True Colors of Communication

- Raise awareness of our own and others communication strengths and blind spots
- Use the PACE Color Palette to discover how communication preferences may impact relationships
- Develop a personal plan of action to apply PACE to your day to day communication

Please take
RESPONSIBILITY
— for the —
ENERGY
YOU BRING INTO
THIS SPACE

PrintQuest.com

- Dr. Jill Cook Taylor

EXUDE

What's Your Brand?

How do you want people to describe you?

- Think about 2-3 words to describe what it is like to work with you?
 - He/She was the one who...
- What 2-3 words would you like used to describe this team?

Your actions must support your brand

Your words must support your brand



Our Communication Styles



What Makes Us Tick?

Understanding Yourself and Others

PACE Color Palette



Your Communication Style

- Read 4 PACE Color Cards
- Place in order that best matches you
- Card most like you on top
- Least like you on the bottom



PACE Scorecard

- Complete score card
- Read words in first row
- Rank each word
- 4 = most like you, 1 = least like you (use all the numbers)
- Repeat for each row
- Total numbers at the bottom



Group Activity: Your Style

- Divide into groups by communication style
- Discuss the following and on a flip chart list:
 1. Joys/values/strengths
 2. Aggravations/Irritations
- Report out to large group



Your Communication Style

Joys/Values:

- Climbing mountains
- Lewis and Clark
- Show people
- Competitive
- Risk Takers
- Impulsive
- Spontaneous
- Optimistic
- Do it MY WAY!

Aggravates/Irritates:

- Routine
- Not being in control
- Only thing worse than carpool is traffic jam
- Hate waiting, but you can wait for me!
- Anti rules for themselves but will hold others to them!
- Would rather shoot from the hip than follow policies and procedures



Leading Questions:

Reds: 40%

Reds: Key Question is What? Have a bias to action and are driven by short term outcomes

- Do you see how this can improve results?
- What do you need to know to support this change?
- What do we need to do to get started?

If not connecting:

- Make your idea entertaining, playful, experiential and fun



Written Communication Tips to Engage REDS:

Reds: Keep it short, active, and direct!

Email Tips:

- Use subject line wisely – Action Required!
- Bullet points – action oriented
- Most important info appears first!
- Answer WHAT is this about on the front end

Written Communication:

- Use RED language - action words, goals, competitive
- Less words, more visuals
- Include successful results
- Make your message experiential, active, engaging
- Be sure to answer all key questions in body of written communication!



Your Communication Style

Joys/Values:

- Rules, Rules, Rules
- Tradition
- Industrious
- Authority
- Eager to maintain status quo
- Neat and organized
- Great planners
- Like writing policies and procedures
- Structure and order
- Stability

Aggravates/Irritates:

- Be on time!
- Follow the rules!
- Do not like unpredictable people
- Detest liars
- Change is a bad word
- Excuses drive us crazy!
- Know your goals!



Leading Questions

Yellows: 40%

Yellows: Key Question is How? Be clear and direct.

- Do you have all the details you need in order to proceed effectively?
- Do you already have an idea what you will be telling others to do?
- Do you see how this can benefit the team?

If not connecting:

- Help organize my thoughts by summarizing what I've said.



Written Communication Tips to Engage YELLOWS:

Yellows: Keep it short, active, and direct!

Email Tips:

- Use subject line wisely – be clear on topic
- Bullet points – organized and structured
- Use “process” language
- Be sure to answer HOW they should proceed, use info, act, next steps, etc.

Written Communication:

- Organized, structured, more direct
- Less narrative, include steps, process
- Structure your message in a caring and goal focused manner
- Be sure to answer all key questions in body of written communication!



Your Communication Style

Joys/Values:

- Flexible
- Adaptable
- Sympathetic
- Appreciate for my authenticity and uniqueness
- Relationships are important!
- Integrity and fairness
- Good coaches and motivators
- Great empathizers

Aggravates/Irritates:

- Fake people
- We do not like conflict!
- Dishonesty is bad
- Difficult time with procrastinators and know-it-alls
- Don't be cruel



Leading Questions

Blues: 15%

Blues: Key Question is Who? Maintain a positive, open atmosphere.

- Do you see where this can help?
- How do you think people will respond to this?
- Can you see where this can help?

If not connecting:

- Let me share my feelings on this.



Written Communication Tips to Engage BLUES:

Blues: Keep it engaging, enthusiastic, authentic!

Email Tips:

- Include common courtesy language – please, thank you.
- Avoid short and abrupt emails.
- Use language in subject line wisely – be clear on topic and enthusiastic
- Use thoughtful and supportive language
- Focus on WHO this will help, impact, support.

Written Communication:

- Caring, authentic, real language resonates with blues
- Include stories about people to support message
- Include pictures of people if possible
- Structure your message in a caring manner
- Be sure to answer all key questions in body of written communication!



Your Communication Style

Joys/Values:

- Insatiable curiosity
- Solutions
- Future
- Possibilities
- Visionary
- Calm, cool, collected
- Seek wisdom
- Love puzzles, problems and finding solutions
- Non conforming and independent
- Reasons are okay – excuses are not
- Get things done properly

Aggravates/Irritates:

- Illogical people
- Incompetence
- Don't like small talk or social niceties
- Rules are ok if logical
- Lack of personal time upsets us!
- Illogical ideas upset us!
- Don't be gullible



Leading Questions:

Greens: 5%

Greens: Feed their curiosity with answers. Key Question is Why?

- Do you see the logic in this?
- Does this make sense to you?
- Can you see why this is important?

If not connecting:

- Let me try again to make my thoughts more logical



Written Communication Tips to Engage GREENS:

GREENS: Data, Data, Data

Email Tips:

- Use subject line wisely – interesting data on...
- Keep it short and relevant
- Use logical language, back up info with data references
- Be sure to begin with WHY this info is important, will help, have impact, etc.

Written Communication:

- Start by answering WHY this matters
- Data supported – graphs, references to studies, etc.
- Strong, supported analysis of info
- Factual
- Be sure to answer all key questions in body of written communication!



Your Communication Style

- Reds: 40%
- Yellows: 40%
- Blues: 15%
- Green: 5%



Your Communication Style

- What did you learn about yourself?
- What did you learn about others?



Applying PACE Color Palette

Beach Ball Conversations

Keep Lines Of Communication Open!



Beach Ball Conversations

- Select a facilitator
- Facilitator's role is to...
- Select a pressing topic/issue.
- Pass the ball to the person to the right.
 - Share one piece of advice on how to handle.
 - May not “pass” everyone must share.
 - Just listen - No questions, no note taking.
 - Facilitator thank each person before moving to next.
 - At end, ask if anyone would like to add to conversation.
 - The person with the beach ball is the only one talking.



Next Steps!

- Be aware of your own style
- Appreciate other styles
- Alter your own style to improve communication with others



Action Plan

- What are 1-2 key things you might do more of, less of or differently the next time you communicate with others?
- What is one step you will take to improve communication with others?



Thank You!



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