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ADVISORY
BOARD
for the ARTS

Transforming Arts Organizations Worldwide

Understanding Your Communication Style

Interactive Member Training

About the training

Who is it for?

Understanding Your Communication Style is a training that supports arts and culture employees at all levels of their organization in better understanding their own interaction preferences, the behavioral style of others, and how they can flex their own style to improve interactions with others. It is offered as part of ABA's Management Fundamentals series and is also offered as a standalone training.

Why is it valuable?

The more we understand the ways that we prefer information to be shared, and how people around us process information to make decisions, the better equipped we are for impact. Often there is good intention from our colleagues as we work together, but in practice we can struggle to communicate with each other. This training brings your entire team together to deepen their understanding of communication styles to improve communication effectiveness across the organization.

How does it work?

This training is largely based on concepts developed by David Merrill, which were later adapted by Robert Bolton and Dorothy Grover Bolton into the book *Social Style / Management Style: Developing Productive Work Relationships*. This is an interactive session with a mix of teaching, personal reflection, and group breakouts with colleagues. The training is 2-hours in length and can be delivered in person or virtually.

Training Outline & Learning Objectives

01

DIAGNOSING
YOUR STYLE

02

DIAGNOSING
OTHER STYLES

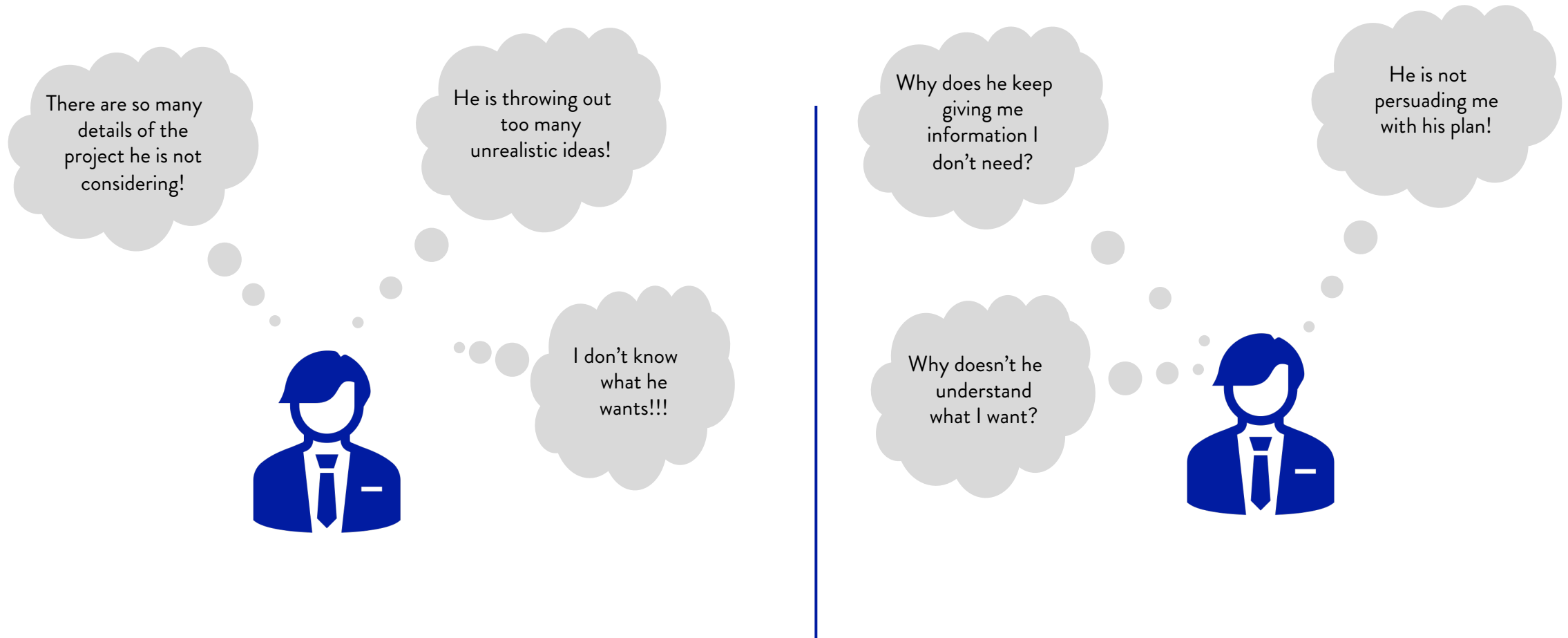
03

APPEALING TO
OTHER STYLES

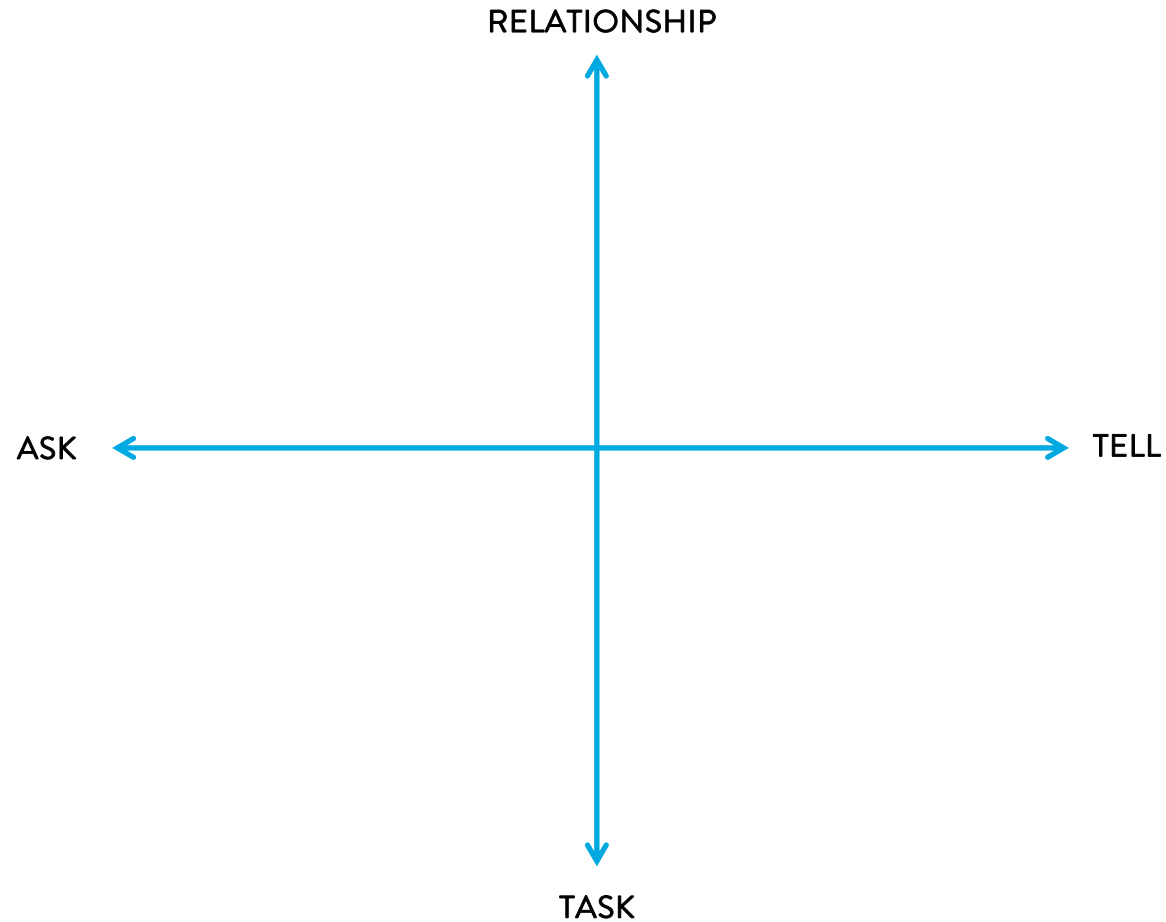
At the conclusion of this training, participants should be able to:

- Diagnose their own behavioral style interaction preferences
- Analyze the behavioral styles of others
- Flex your behavioral style based on others' styles

Communication Is Everything



Understanding The Model



Instructions

- 1) Draw a plus sign on a piece of paper in front of you, similar to what you see here.
- 2) Draw an X on the line where you fall on the 'ask' vs 'tell' spectrum
- 3) Draw a second X on the line where you fall on the 'relationship' vs 'task' spectrum
- 4) Draw a line between the two Xs

Making it Tangible

EXERCISE

Complete the chart below for 2-3 individuals to identify actions you can take to improve communication effectiveness and build relationships.

Name	Relationship vs. Task	Ask vs. Tell	Style	What I Will Do Differently To Appeal to The Style...