

COMMUNICATION

INTRODUCTORY

**COMMUNICATION STYLE AND
COMMUNICATION SKILLS**



SKILL ADDRESSED:

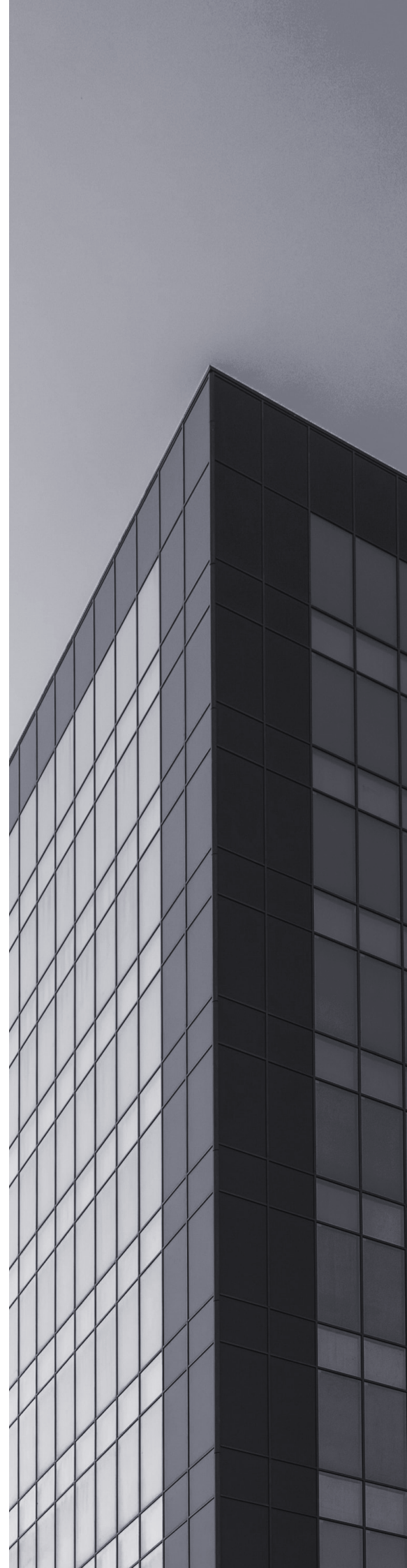
Communication

LEVEL OF CHALLENGE:

Introductory

TITLE OF ACTIVITY:

Communication style and communication skills



INTRODUCTION TO THE SKILL

A communication style refers to the way a person communicates with others. Communication styles can be influenced by various factors such as personality, cultural background, education, and personal experiences.

There are several commonly recognised communication styles, including:

1. Aggressive: dominant, forceful behaviour, and a desire to control the conversation.
2. Passive: reluctance to express opinions or assertiveness and a tendency to avoid conflict.
3. Assertive: clear, confident, and respectful expression of opinions, boundaries and needs.
4. Passive-aggressive: indirect or implicit resistance to the demands of others.
5. Emotive: emotional expressiveness and an emphasis on personal values and beliefs.

It is important to understand that communication styles can vary in different situations and with different people, and that people may use different styles for different situations. Being aware of your own communication style and being able to adapt it to different situations can help you become a more effective communicator.

THE CHALLENGE

When employees have difficulty communicating with each other, it can lead to interpersonal conflict and tension in the workplace. Also, when people have different interpretations of the same message, it can lead to misunderstandings and miscommunication. Therefore, it is important to assess and analyse your own communication style to understand what style you prefer, why do you prefer it and can you easily change and adapt your communication style to the situation. To adapt your communication style, it is necessary to have a set of good communication skills such as verbal communication, active listening, written communication, nonverbal communication, empathy, conflict resolution, presentation skills and adaptability.

STRUCTURE

Step 1: It's time to understand what makes someone an effective communicator. Search for some helpful articles or videos that will help you understand what is meant by effective communication. Here are some helpful links to get you started:

- **9 Essential Communication Skills for any Workplace (and how to improve them) | Virtual Speech [Article]:** <https://virtualspeech.com/blog/communication-skills-in-the-workplace>
- **Understanding Your Communication Style | Princeton University [Article]:** <https://umatter.princeton.edu/respect/tools/communication-styles>

Step 2: Now that you understand what makes someone an effective communicator, it's time to understand where you need to develop your skills to become more effective at communicating. Complete this short online quiz to understand what is your strongest communication style: <https://visme.co/blog/the-4-communication-styles-quiz/>

Step 3: You now understand your strengths and weaknesses as a communicator, it's time to get working on those skills! Using this online template, create a three-step plan for improving your communication skills over the next week. Here are some helpful links that you can use over the next week to help guide you on your journey:

- **Eight Things You Can Do To Improve Your Communication Skills | Harvard University [Article]:** <https://professional.dce.harvard.edu/blog/eight-things-you-can-do-to-improve-your-communication-skills/>
- **Effective Communication – 6 Ways to Improve Communication Skills | MasterClass [Article]:** <https://www.masterclass.com/articles/how-to-improve-your-communication-skills>
- **Think Fast, Talk Smart – Communication Techniques | Stanford Graduate School of Business [Long-form Video]:** <https://www.youtube.com/watch?v=HANw168huqA>

Step 4: Implement your 3-step plan! Take some time over the next week to regularly work on improving your communication skills. Check in with your progress regularly by reassessing your progress when communicating with others.



DEMONSTRATION AND EVALUATION

Here are self-evaluation questions for you to assess your knowledge of the key components of good communication and your own communication style:

1. What are the key components of effective communication?
2. What are the most important skills required for good communication in the workplace?
3. How would you rate your active listening skills?
4. How do you handle difficult conversations or feedback in the workplace?
5. How do you ensure that your message is clearly understood by others?
6. What is your communication style? Does it change in different situations and audiences?
7. Are there any areas where you would like to improve your communication skills?
8. How do you assess the impact of your communication on others?

Assess yourself by completing quiz! If your results are good, then try to complete Intermediate level infographic of communication skills.



CONCLUSION

Great job! You have successfully completed your first WebQuest on Communication at Introductory level. After completing this activity, you should have to know basic knowledge of key components of good communication and the skills needed for good communication in work. You should be able to describe key skills required for communication, assess and analyse one's own communication style.



INTERFACE



Co-funded by
the European Union

"The European Commission's support of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission can not be held responsible for any use which may be made of the information therein." Project Number: 2021-1-DE02-KA220-000034783