

Bridging the Communication Gap: Strategies for Effective Communication



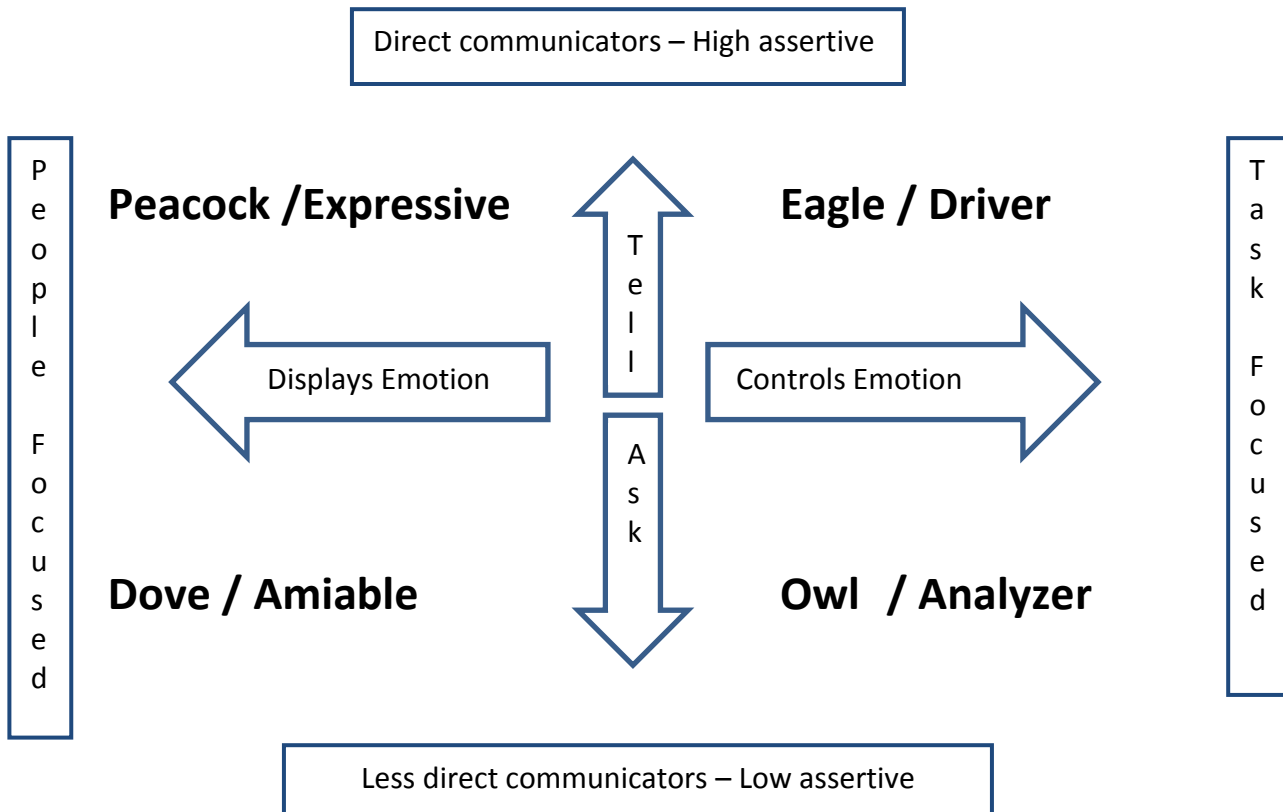
The BIRDS will help you identify different communication styles and strategies to connect with each of the styles in a unique way. When we connect with people in the way that they prefer, we build trust and get results.

Communication Styles

The key to working together as a team is COMMUNICATION. In order to improve your ability to communicate with others, it's helpful to discover your own communication style and learn strategies to adjust to their style. It's very important to recognize that there is no right or wrong style. A preference or a style is just the way you tend to be.

Learning about personality / communication styles will:

- Help you understand how you typically relate to others.
- Help you understand yourself and others better.
- Help you predict how others might typically respond or react to you.
- Improve your communication with others who have different styles.
- Help you flex your style to meet the needs of others.



The BIRDS Communication Styles

Direct communicators with the capacity to be aggressive

Peacock



Eagle



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Expressive, interactive, friendly, confident, outgoing, impulsive, loud, and outspoken. Likes a fun workplace, likes variety, is people focused, can be pushy, impatient, overbearing and abrasive. Can be inconsistent, may be restless so hard to stay on task. **“Get involved!”**

Needs recognition, praise, attention and to be part of the group. Needs to connect with others.

Confident, action oriented, bottom-line person. Decisive, demanding, independent, and blunt. Is often the leader, drives themselves and others, is organized, impatient, and often not tolerant of others, and may be stubborn and unapproachable and lacking in empathy. **“Get it done”**

Needs control, challenges, and being busy. Needs to be on task - may neglect the people side.

Dove



Owl



Amiable, friendly, avoids conflict, supportive, stable, steady, helpful, cooperative, not pushy or bossy, but may be seen as weak, as indecisive, and as a push over. Security and relationships are important. Looks for solutions that work for everyone. **“Get along”**

Needs to be appreciated, needed by others, recognition and to be part of the group.

Factual, analytical, detailed, task focused, cautious, perfectionist. Task focused not people focused. May lack flexibility, patience, and tolerance of others mistakes. Takes their time to get things done right. Ensures work is done correctly and accurately. **“Get it right”**

Needs to have quality answers, always needs more information and may need to be right.

Indirect communicators with the capacity to be passive

Communication Style Clues

Which qualities apply to you?

Eagle



Peacock



Dove



Owl



I get right to the point	I tell good stories	I don't like to offer opinions	I use precise vocabulary
Some people say I'm a poor listener	I don't pay a lot of attention to details	I am an excellent listener	I seek facts when listening
I have a firm handshake	I have an enthusiastic handshake	I have a gentle handshake	I tend to give a brief handshake
I like to maintain distance from others	I like to be close to others	I am comfortable with hugging	I avoid touching others
I use bold gestures to get my point across	I use quick gestures to get my point across	I use slow gestures to get my point across	I use controlled gestures to get my point across
My workspace suggests power	I generally have a cluttered workspace	I display personal photos in my workspace	I like an organized workspace

Best strategies to communicate and connect with each communication style

<p>Peacock – Expressive Style</p> <ul style="list-style-type: none">• Be friendly & sociable• Don't bore them with too many facts• They like the big picture• Make it fun and interesting• Allow them flexibility• Make sure they get recognized and credit for their efforts• Help them keep on time with deadlines	<p>Eagle – Driver Style</p> <ul style="list-style-type: none">• Be direct and to the point• Give them the bottom line• Show them the results• Don't do a lot of needless chit chat• Give them the summarized version of the three page report• Give them the reins when possible• Be on time and respect their time
<p>Dove – Amiable Style</p> <ul style="list-style-type: none">• Be friendly, personable, and considerate• Look at them when speaking to them• Don't rush them• Use please and thank you (be considerate)• Remember they need to keep others happy and are skilled at keeping the peace• Treat them fairly, supportively, and openly• Be a team player, compromise, strive for collaboration, and build relationships with the Dove• Provide support	<p>Owl – Analyzer Style</p> <ul style="list-style-type: none">• Provide them with the information they require to do the job• Give facts and data, and be consistent• Don't rush them• Acknowledge their expertise• Think things thru with a well thought out plan before you present your ideas to them• Listen to them, ask for their ideas – they may not speak up• Set deadlines or may get caught in analysis paralysis