

SUCCESSFUL COMMUNICATION

Expectations of the listener

<p>A</p> <p style="text-align: center;">Reacts unemotionally.</p> <p>Expects:</p> <ul style="list-style-type: none"> Brief, clear & precise info Materials that are direct and to the point. Well articulated ideas presented in a logical format. Data and fact-based charts. Technical accuracy. Presentation in alignment with corp. goals & objectives. <p>Appreciates:</p> <ul style="list-style-type: none"> Critical Analysis A good debate Efforts to spend time wisely <p style="text-align: right;"><i>WANTS PRECISE FACTS</i></p> <p style="text-align: right;">ASKS "WHAT?"</p>	<p style="text-align: right;">D</p> <p style="text-align: center;">Reacts by thinking about it.</p> <p>Expects:</p> <ul style="list-style-type: none"> An overview. A conceptual framework. Frequent & spontaneous tasks. Idea chunks. Freedom to explore. Metaphorical examples. Visuals. Long-term objectives. Connection to the "big picture". <p>Appreciates:</p> <ul style="list-style-type: none"> Initiative & imagination Connections to other approaches Newness and a "fun" approach Minimal details <p style="text-align: left;"><i>PREFERS CONCEPTS</i></p> <p style="text-align: left;">ASKS "WHY?"</p>
<p>Expects:</p> <ul style="list-style-type: none"> Step-by-Step unfolding of the topic. A written schedule & action plan. Thorough, timely and reliable follow through. Consistency Alignment with well established procedures. Assurance that this has been done before. Explanation of how it will happen. References and background information <p>Appreciates:</p> <ul style="list-style-type: none"> Very low risk. A written communication before session. Proof that the "homework" has been thorough. A scheduled appointment. <p style="text-align: right;"><i>REQUIRES NEATNESS AND PUNCTUALITY</i></p> <p style="text-align: right;">ASKS "HOW?"</p> <p>B</p>	<p style="text-align: center;">Reacts spontaneously.</p> <p>Expects:</p> <ul style="list-style-type: none"> Empathy & consideration of their needs. Involvement with others. A good attitude & personal relationship. Personal touch & informality. Eye-to-eye contact. References to people involved. To know how "others will react." Their feelings to be respected For all to have equal consideration <p>Appreciates:</p> <ul style="list-style-type: none"> The personal touch/sensitive to feelings. Group discussion and consensus. A harmonious approach. <p style="text-align: left;"><i>NEEDS TO FEEL ENTHUSIASM</i></p> <p style="text-align: left;">ASKS "WHO?"</p> <p style="text-align: right;">C</p>