



# Team Communication Style Worksheet

It's important to understand our own communication styles, and it's just as valuable to understand how other's styles are different – not right or wrong – just different. Having this knowledge gives you the opportunity to stretch to other team members' styles to make communication more successful.

**STEP 1:** Individually, complete the Communication Style Self-Assessment.

**STEP 2:** Come together with your team and share the results of your Communication Style Self-Assessment.

- Use the table on page 2 and write team members' names beside their communication style in the right-hand column.

**STEP 3:** Take time to share and reflect on each person's communication style. Use page 3 of the worksheet to record your answers.

- Remember, everyone has their own unique communication style, and one is not better or worse than another.
  - What do you have in common and what is different about your styles?
  - How will understanding each other's communication styles benefit your team dynamics?
  - What strategies will your team use to begin stretching to the other communication styles with your team?

**STEP 4:** Together, revisit your Teamwork Agreement

- Based on your discussion, does your Teamwork Agreement need to be updated?
- Are there any additions related to how you agree to communicate?
- Consider the modality, formality, and frequency of your team communication when updating the agreement.

	People with this style talk about:		People with this style are often:	How to communicate with this style:	Team Members
<b>EAGLE</b>	Results Responsibility Objectives Performance Experience Productivity	Challenges Efficiency Achievements Moving ahead Change	Pragmatic (down to earth) Feedback Direct (to the point) Impatient Decisive Quick (jump from idea to idea) Energetic (challenge others)	<ul style="list-style-type: none"> <li>✓ Focus on the result first; state the conclusion at the outset.</li> <li>✓ State your best recommendation; do not offer many alternatives.</li> <li>✓ Be as brief as possible.</li> <li>✓ Emphasize the practicality of your ideas.</li> <li>✓ Use visual aids.</li> </ul>	
<b>OWL</b>	Facts Procedure Analysis Planning Observations	Organizing Proof Details Testing	Cautious Systematic (step-by-step) Logical (cause and effect) Factual Inexpressive (composed) Patient	<ul style="list-style-type: none"> <li>✓ Be precise; state the facts.</li> <li>✓ Break down your recommendations.</li> <li>✓ Include options and alternatives with pros and cons.</li> <li>✓ Do not rush them.</li> <li>✓ Outline your proposal.</li> </ul>	
<b>PENGUIN</b>	People Needs Motivation Teamwork Feelings Cooperation Team spirit	Values Understanding Beliefs Expectations Relationships Self-development	Spontaneous Empathetic Warm Subjective Emotional Perceptive Sensitive	<ul style="list-style-type: none"> <li>✓ Allow for small talk; do not start the discussion right away.</li> <li>✓ Stress the relationship between your proposal and the people concerned.</li> <li>✓ Show how the idea worked well in the past.</li> <li>✓ Indicate support from well-respected people.</li> <li>✓ Use an informal writing style.</li> </ul>	
<b>PEACOCK</b>	Concepts Innovation Interdependence New ways New methods Improving Problems Creativity	Opportunities Possibilities Issues Potential Alternatives What's new in the field	Imaginative Charismatic Dreamers Visionary Creative Full Ideas Provocative	<ul style="list-style-type: none"> <li>✓ Allow enough time for discussion.</li> <li>✓ Do not get impatient when he or she goes off on tangents.</li> <li>✓ Try to relate the discussed topic to a broader concept or idea.</li> <li>✓ Stress the uniqueness of the idea or topic at hand.</li> <li>✓ Emphasize future value or relate the impact of the idea to the future.</li> <li>✓ If writing, try to stress the key concepts that underlie your recommendation at the outset.</li> <li>✓ Start with an overall statement and work toward the particulars.</li> </ul>	

**DISCUSS THE FOLLOWING QUESTIONS TOGETHER:**

**What do you have in common and what is different about your styles?**

**How will understanding each other's communication styles benefit your team's dynamics?**

**What strategies will your team use to begin stretching to the other communication styles with your team?**