



# COMMUNICATION STYLES:

## GETTING THE BEST FROM CARING CONVERSATIONS WITH FAMILIES

### MY ADVICE ON GETTING THE MOST OUT OF me



#### YELLOW PEOPLE

"Be smiley, open, warm, friendly and relaxed - in your manner and dress. Be nurturing. We like a hug and tactile people. Treat us as equals; be non judgemental. Make it feel un-rushed; go with the flow. We like quality time"



#### BLUE PEOPLE

"Give me time to prepare if possible. Send something in advance I can look at. Come with a clear plan. Be open, honest and precise - no waffle - the facts only. I might not talk much about feelings. Make sure you put everything in writing"



#### RED PEOPLE

"Get straight to the point. Be direct, clear and concise - no waffle. Show compassion. Don't question or criticise me. Be structured. Set deadlines for what you want me to do. Give me freedom to decide how I achieve my goal"



#### GREEN PEOPLE

"Give me time and thinking space. I really need to reflect on what you are saying, so don't rush me or talk too much. Listen and be supportive. Let me set my own personal goals and outcomes in my own time. Let me control the timeline too."

## YELLOW PEOPLE

- Be sensitive, respectful, reassuring, kind and approachable
- Talk to me informally - not in a dictatorial style
- Pick up on my non verbal cues. Use your body language and words to reflect back what I say so I know you are listening
- I want to feel comfortable in the group
- Get everyone to introduce themselves and their children
- Create a relaxed, parent led environment
- Involve everyone. Let all parents be heard.
- Be firm and fair. Manage dominant voices well

## BLUE PEOPLE

- Be open, honest, precise
- I will read everything you send me in advance and I will have questions when I arrive
- I want to know what will happen and when
- If you don't know the answer to my question, be honest. Don't bluff it
- The session running to time and following the agenda is important to me
- I may be quiet in a group setting and show little emotion. I may well be fully engaged. It's just my style to sit back and observe
- I will enjoy sharing facts and knowledge I have

## RED PEOPLE

- I don't like being told what to do. But be concise and to the point with me
- Set clear expectations and outline the agenda upfront
- I would like to know the background of the professionals in the room
- Keep the session fast paced, with not too much waiting around
- I like discussions and being part of them (I might dominate if its a quiet group)
- I like to give feedback
- I would like to know next steps and what I should do if there are any problems

## GREEN PEOPLE

- Be friendly and welcoming; clear and direct
- Make eye contact with me
- Listen to me. Don't talk at me
- Give me time to think about things
- Check in with me to make sure I have understood what you said, but do not make me the centre of attention in the group
- I like to know the rules and housekeeping
- I like working own pairs rather than on my own
- I will respond well to an "Ice Breaker" and open up
- I like having the option of posting my thoughts on the "Car Park" poster