

# ARE YOU MAKING THESE **COSTLY**? **COMMUNICATION** By Mary Miscisin, M.S. **MISTAKES**

In an ideal world, we would all understand each other and accept everyone's unique approach to life – recognizing the positive intent behind behaviors. But let's face it - when it comes to communication, we all get triggered by *something*. Of course it is not so much *what* they said as... well you guessed it... *how* they said it. This report contains information about the five most costly communication mistakes that each personality style makes... **AND THEY ARE DIFFERENT FOR EACH STYLE.**



These mistakes can cost you major time, energy and money. If you fail to recognize and adjust these habits, you can jeopardize your job, your relationships, and your reputation. Continuing to communicate in this manner in the wrong situation puts a strain on teamwork, cooperation and problem-solving.

Having said all of that, these habits are actually not “bad” (in and of themselves) and can be highly effective when used in appropriate situations - with others that appreciate this way of communicating.

The trouble begins when we use them all the time without paying attention to how they are affecting others. If you know you are going to be communicating with an individual whose style is different from yours – or wondering “what the heck went wrong?”, this report pulls the veil from the habits even your best friend won't mention to you.

As you read through this report, notice how it applies to you and the way you communicate. (**Helpful hint:** just because you happen to have traits from a certain style, does not mean YOUR mistakes are common for that style) You may have developed a communication pattern that is more frequently associated with a different style. Listen closely to the tips for overcoming any unproductive habits you may recognize in yourself. Carefully consider the consequences of not changing – refusing to evolve and grow, staying stuck in your patterns. And weigh the benefits of choosing to access a greater range of more resourceful, productive behavior that affords you higher quality communication and positive responses from others.

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# CONNECTORS (NF-BLUES)

Generally kind and considerate in communication, this style likes to warm up to the topic instead of plunging to the point. They prefer to connect personally and check in with their emotional compass to assess how they feel about the topic, the goal of the conversation... and you! Often, feelings are the focus and they speak from the heart. They care about how they come across and want to make sure they are grasping the full message you are sending. They are also hoping you will pick up on the nuances they are communicating.

## 5 MOST COMMON COMMUNICATION MISTAKES THIS STYLE MAKES

(when communicating with other styles)

**Beating around the bush**

**Over apologizing**

**Taking things personally**

**Mistaking intensity for anger or hostility**

**Using emotional appeals**

### ► BEATING AROUND THE BUSH

**It would be tough to find someone that doesn't understand the importance of warming up to a subject, but when others are on a timeline and ask a question that demands a quick response, filling them in on the events leading up to your answer can add to the frustration of the situation.**

Sylvia needed a project from her co-worker Lisa by noon on Thursday. Sylvia had checked in midweek and Lisa reassured her it would be completed by the deadline. Seeing no sign of the project by 11:30AM Thursday, Sylvia approached Lisa and asked if it was complete, saying "If it is not complete, I will figure something else out."

Instead of telling Sylvia it wasn't finished, Lisa said, "My son was late for the bus this morning so I had to drive him, making me late for work. My computer wouldn't boot up this morning so I had a hard time accessing the file..."

Needing to know the status so she could make a decision, Sylvia interrupted with "is that a yes or a no?" Lisa was offended. "You don't seem to care about what happened!" Sylvia shook her head in frustration, "All I care about in this moment is whether it is done or not." Feeling invalidated for her efforts, Lisa tossed the project at Sylvia, "Well then do it yourself!"

**STOP RIGHT THERE!** In this urgent situation, going on and on about challenges in trying to complete the task, leaves Sylvia trying to guess whether it was complete or not.

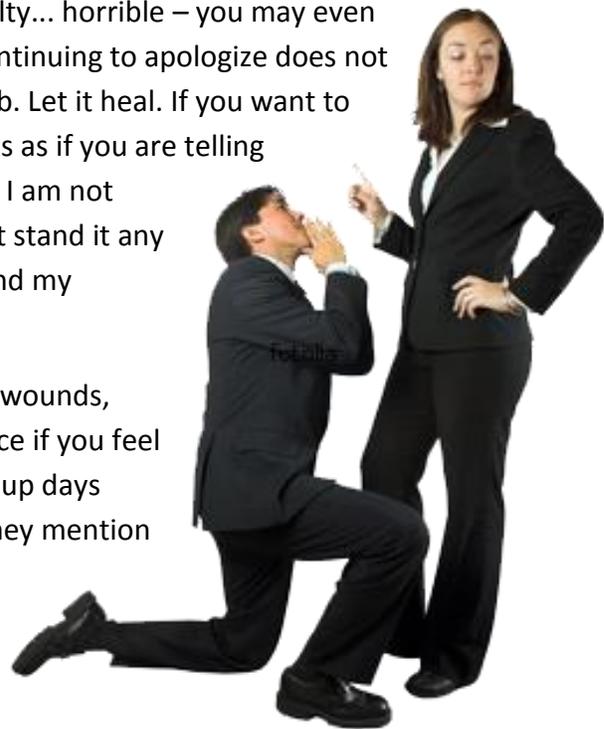
Don't place yourself in a situation that leaves you feeling unheard and incomplete. Don't set others up to feel forced to cut you off in your conversation. Recognize when the time is right to fill them in on the details, and when it is time to politely and efficiently cut to the chase.

## ► OVER APOLOGIZING

**Owning up to a blunder is admirable and apologizing is appropriate. However, to repeatedly tell the other person how bad you feel about it keeps it on their radar screen over and over and over.**

When you make a mistake, you may feel bad, guilty... horrible – you may even want their forgiveness, but the redundancy of continuing to apologize does not allow them to be complete. It is like picking a scab. Let it heal. If you want to feel like a doormat, this is a good way to do it. It is as if you are telling them, "PLEASE WALK ALL OVER ME! I deserve it! I am not worthy. Please continue to punish me until I can't stand it any longer and now am mad at you for abusing me and my kindness."

In order to smooth scars and promote healing of wounds, definitely apologize as soon as possible, even twice if you feel like it. Then **let it be**. If the other person brings it up days later it's okay to apologize again, but wait until they mention it. Not repeatedly bringing it up allows the other person to forgive and FORGET so they can heal and move on.



## ► TAKING THINGS PERSONALLY

**This style has a phenomenal ability to read body language and has a radar for congruency. But sometimes this inkling can get out of whack.**

Let's say you are heading to a conference out of town and you know a friend that is attending too, so you ask her if she wants to carpool with you. She tells you she prefers to drive alone. Instead of taking this at face value, you begin to wonder, "Why doesn't she want to ride with me? Does she find me boring? Do I have body odor? Did I say something that offended her?" But you don't stop there, you begin to act as if something is actually wrong. You feel rejected, shunned, unwanted... so your communication reflects this feeling of rejection, you ask her, "What's going on?" Your friend explains that she is independent and likes to have the flexibility to do what she wants, when she wants and not have to worry about the needs of another person. So of course you think she means YOU and ask what makes her think you are so needy. Now you are beginning to appear needy to her. You have in essence, created a situation that did not exist prior to you stirring it up. It is perfectly okay to ask questions for clarification, but when you add an undercurrent of disbelief of the person's communication, you plant the seeds to cultivate the situation you fear.

How do you know the difference between intuition and paranoia? Are you feeling threatened, hanging on to old grudges, making connections to situations that don't actually exist and projecting that upon the other person? Unless you KNOW otherwise for sure, give the benefit of the doubt and gather some hard facts. It will save you tons of emotional investment and maybe even embarrassment when the truth turns out to be something else other than what you suspected. Whew!



## ► MISTAKING INTENSITY FOR ANGER OR HOSTILITY

**This communication mishap is related to the prior one. Some folks are just intense. Yes, at times downright rude and you do not have to put up with that at all. Others are very extroverted and passionate. They can get quite loud, use BIG body gestures, and even colorful vocabulary. This behavior can send a Connector ducking for cover.**

I was contracted by a company to conduct a survey of their customer base to find out how to improve their product line. I was invited by the President of that company to go to lunch with him and one of their biggest customers. This client eagerly shared various ideas for introducing new products, using animated facial expressions and making gestures with his hands so we could get an idea of the size and shape of the products he was describing. His voice got louder as his excitement increased. At one point he slapped the table briskly saying, "We should get these products out as soon as possible. I think they will sell like hot cakes!" Startled, the president lurched backwards from the table, blurting out defensively, "You don't have to get mad about it!" The client and I looked at each other, then at the President. In exact unison the client said "I'm not mad, I'm..." (as I said, "He's not mad, he's...") **PASSIONATE!** The President (with his communication style) found the intensity overwhelming and asked the client to calm down a bit if he wanted to get his message across. In this case, however, it is the customer who trumps the President. It is the President who needs to understand and adapt to the excitement of the customer, otherwise he risks breaking rapport and sending that client to a company that embraces his enthusiasm.

We have a tendency to be most comfortable around those that think like us, move like us, and communicate like us. Have you ever been excited or passionate? How do you express it? Use your finely tuned empathy radar to understand and relate to what is happening for them, not how *you* would react in *their* situation, but how they are experiencing it.

## ► EMOTIONAL APPEALS

**Sometimes a logically coherent argument may inspire emotion or have an emotional aspect, but the problem occurs when emotion is used instead of a logical argument, or to obscure the fact that no compelling rational reason exists for one's position.**

Because of a downturn in the economy Richard's company was making some across-the-board pay cuts. He begged his director not to reduce his pay because he had 2 kids in college. The director pointed out that in using that logic, if his co-worker had 3 kids in college, the company should pay her even more money, because she needed it more, right?

WRONG. If you are talking to another Connector then this emotional appeal could possibly make a difference. When communicating with other styles, especially Thinkers, it will get you nowhere fast. Particularly in work situations, it is important that you state objective facts first.



# PLANNERS (SJ-GOLDS)

Chronological and specific in communication, this style likes to get to the point by describing the step-by-step details necessary for you to make a decision, follow an instruction, or complete a task. They often mention procedures, rules and what has been done in the past. They are concerned with status, hierarchy and the chain of command. Planners pepper their conversations with “should”, “must” and “have to” as well as “right” and “wrong”. They seek confirmation and closure – a firm “yes” or “no” so they can make plans accordingly. Planners also like to finish one topic before moving to another and although they do not like to be interrupted, they may interrupt you to bring you back on target if they feel you are straying from the topic.

## 5 MOST COMMON COMMUNICATION MISTAKES THIS STYLE MAKES

(when communicating with other styles)

**Close-minded to change**

**Finger wagging**

**Check it off blinders**

**Stuck on specifics**

**Martyrdom and complaining (no one else does it “right”)**

### ► CLOSE-MINDED TO CHANGE

**“We’ve always done it this way!” is the battle cry of Planners. Craving a sense of consistency this style is the one most likely to resist change. They will dig in their heels and defend their position over and over.**

Company XYZ was trying to implement a new online shopping cart and John from sales would have nothing to do with the change. Waiting until the training technician finished demonstrating the new system, John explained, “If customers want to place an order

they have to talk to a sales person first. The sales person will take the order by filling out form S-1; getting the name, address, and credit card information. Once the call has ended the sales person enters the information from form S-1 into a customer database and notes the date. When this is complete, a check mark is put in the upper right hand corner of the form and it is walled over to the bookkeeper's office and placed in her "in" basket. The bookkeeper then inputs the data into our accounting system and processes the credit card at that time."

"What if a customer just wants to place an order online at midnight?" the technician asks.

"They'll need to call during our business hours 8-5 Monday through Friday and talk to a sales person. We've always done it this way. We are not going to change a perfectly good system when it isn't broken!"

While most folks understand the importance of a "personalized touch" and recognize the up-sell opportunity of a personal interaction, it is not fruitful when this style repeatedly declares what they've always done and refuses to listen to input from others.

If you are have this communication tendency and are wondering why people are ceasing to ask for your input, perhaps it's because it doesn't change. In fact, stubbornly digging in your heels to prevent change can backfire and make YOU obsolete. Yes, there are some traditions, protocols and customs worth keeping. But when you constantly block progress, it will start to go around you. If you want to keep the respect of others, open your mind and your conversations to new possibilities and even on occasion- listen to the ideas of others.

## ► FINGER WAGGING

**Planners LOVE communication that spells out the requirements for compliance, and thrive on clear commands. However when communicating instructions they can forget their manners with their "tone". You know the one...The scolding, condemning tone that implies "you are guilty-shame on you!" even before you've even had a chance to do *anything!***

Then to add insult to injury, this style may add extras such as "you must, you should, you have to...Do this or else... have I made myself clear?"

OUCH! You may think you are being clear, but many non-Planners would have gotten the message better *without* the tone. Hoodlums and hooligans aside, for the most part, people respond more positively when you "ask" them for something rather than telling them to do it forcefully.



If talking with “tone” and finger wagging (or scolding) is a habit you have picked up over the years, you may want to record yourself and listen how you are coming across. Already too used to your own voice patterns to discern the difference in a recording? To clear communication channels, ask a truthful friend and adjust accordingly – it’s the right thing to do.

## ► CHECK IT OFF BLINDERS

**Having a Planner on your team can be a “dream come true” when you want to accomplish a goal. Feeling lost? No worries, a Planner will direct the way. They are resourceful individuals that can take in the details of a big project, dissect it into parts, and chart a step-by-step plan for completion. They’ll take the helm (or support the captain) in getting the ship to harbor. However, these navigators can lose their sense of direction when the destination disappears. Once a decision has been made, Planners don’t want to waste time going back and forth this way and that- they want to continue to forge forward.**

Catherine (a Planner) was asked to work as a team leader with a department on a new project. Even with the limited information available, she was able to chart what seemed like a realistic plan to accomplish the goal set forth. She scheduled several meetings for the team and gave out specific assignments. She designated a researcher who got started right away investigating the plausibility of the project and at the very next meeting reported findings that indicated they



were heading in a dead end direction. The researcher suggested modifications to the original plan, citing several resources to support her conclusions. As the team members began to discuss implications for this new direction, Catherine stopped them and directed them back “on course”... the *original* course.

The team was dumfounded. Catherine seemed to be totally ignoring the new information. She was adamant that the team “had work to do” and was very concerned that they were getting distracted. She

reminded the team of the next steps in the plan and confirmed the next meeting time. It was as if she was wearing blinders... and ear plugs for that matter. No matter the protests from the team, nor the information presented, she pressed everyone to continue with the original plan. It was as if she just wanted to get to the end so she could check it off her list: “DONE”.

For some Planners, trying to redirect their plan can be like trying to stop a train in its tracks, but if it is going to save everyone aboard, then sometimes it’s got to be done. Pause to consider new information and realize it is okay to regroup and, make new decisions, and head in a different direction. Even though you may crave completion, some things don’t ever need to be finished. Sometimes the accomplishment is learning something in the process.

## ► STUCK ON SPECIFICS

**There is a “right” way and a “wrong” way of doing things, if you are confused about this, ask a Planner, they’ll tell you. “We have a protocol for that... they were not following procedure so I sent them to the back of the line... there is supposed to be a # sign at the beginning of the Purchase Order number. It wasn’t there so I denied the invoice...”**

A fellow speaker tells a story about a time he had arrived at the airport and forgot to print his flight itinerary. In a rush, he asked the woman behind the counter if the 9AM flight was on time. She checked the computer and informed him there was no 9AM flight.

Horrified that perhaps his flight had been cancelled, he asked her to check to see what happened to the 9AM flight. He waited as she clicked away on her keyboard searching for the answer. After several minutes she looked up, shook her head and said, “I am sorry Sir, there is not a 9AM flight scheduled for this morning. Perhaps you are flying on a different airline or a different day? Sorry I can’t help you. Next in line please.”

**Wait!** He went on to plead, “Can you look me up by name?” She asked for the specific spelling of his name. He rattled it off in a panic as he watched the minutes tick. “One letter at a time Sir,” she said methodically.

He took a deep breath and gave her each letter of his name. Again her fingers clicked away at her keyboard. Finally she looked up. “Here you are Sir, you are scheduled on flight number 1868. Departure is at 9:02 AM, gate 11.



Oh come on! Really? Surely this airline representative would have interpreted his question and been a little more creative in helping the man. If you review the above exchange, the woman answered his questions accurately, but not very resourcefully. Yes indeed there are times that one needs to be specific with their questions to get the correct answers, but there are other times when it is not absolutely necessary.

We know there is a “right” way and a “wrong” way in the world of a Planner and if we were all put together with the propensity for protocol that would be great – but not everyone is. There is a difference between caring coaching, and making people jump through hoops. There are ways to teach others your protocol without demeaning them in the process. One of them is to politely give them “right” questions to ask (without tone) so next time they can practice getting it correct – a win-win for all.

## ► MARTYRDOM & COMPLAINING

**We can all get overwhelmed when the responsibilities are immense and time is limited. Planners are prone to complaining loudly when others aren't doing their job.**

Although Planners in general are usually straightforward, they may not mention the behavior in question to the slacker that needs an attitude adjustment. Instead, they'll pull up their boot straps, take up the slack, then complain to their spouse, co-worker or best friend about it.

There is merit in venting, but going on and on and on about what a victim you are of this irresponsible behavior rarely gets it out of your system. Instead it reinforces the infraction and magnifies the stress so it is tough to move on. They get stuck in a trap, discovering new things each day to complain about, a new system, broken piece of equipment, no cost of living raise. YIKES! Now it's become a habit. The day doesn't seem complete if there isn't something to grumble about.

This is a slippery slope and can be dangerously contagious. Don't contribute to the demise of your organization, family or friendship by eroding its foundation. Check in with yourself to see if your complaining is resulting in resourceful motivation to initiate the needed change or whether it is adding to your stress. If you discover it is the latter, try wearing a rubber band around your wrist to snap yourself back to a positive frame of mind. Negate the complaint by finding two positive aspects about the person or event you just complained about. Establish a new habit, or find a way to communicate honestly to improve your situation.



# THINKERS (NT-GREENS)

Unless purposely strategized ahead of time for maximum return on their verbal effort, Thinkers like to skip the small talk and go straight for the information. They can seem like investigative journalists in pursuit of the facts: who, what, where, when, how... and the biggie - **WHY?** Intrigued by innovation and probability they like “think time” to ponder before responding to questions. Avid problem-solvers, Thinkers rely on logic over sympathy, head over heart and evidence over empathy. When interacting with others, Thinkers want you to maintain your composure, offer objective feedback, and consider the big picture.

## 5 MOST COMMON COMMUNICATION MISTAKES THIS STYLE MAKES (when communicating with other styles)

**Pointing out mistakes first**

**Data dumping**

**Data diving - Humor at others' expense**

**Unreasonable expectations**

**Living in your head**

### ► POINTING OUT MISTAKES FIRST

Thinkers have a phenomenal gift for recognizing flaws or inconsistencies. From the simple use of a word in a sentence to the implementation of a system, Thinkers can spot a discrepancy. As valuable of a gift as this may be, in communication with other styles, it can come across as harsh criticism, instead of objective feedback if not prefaced properly.

Alex had just finished designing a new website for his carpet cleaning business. He was excited to share it with his best friend Jake because it turned out so great! Before sharing it with Jake, Alex gave a disclaimer up front that it was a first draft and still needed some tweaking, but he wanted Jake's overall impression of the site. The graphics were fabulous, the layout was user-friendly and easy to navigate, the text was motivating and the contact information readily accessible – it was very impressive. But upon first glance, do you think Jake mentioned any of these to his friend? Nope! First words out of his mouth were, "You spelled essential with only one "s", there are two... I think the picture in the corner can come over towards the text by 1/8 inch and if you increased the font size on the phone number, it would line up better with the address below it."



Alex felt like he was punched in the stomach. Knowing that Jake was unaware that the timing for his critique was out of order, he said. Okay dude, can we start over? You are supposed to tell me how impressed you are with it first, *then* point out corrections.

Many Thinkers may expect this type of straightforward critique and find it refreshing, but other styles can feel rather put off and degraded by it – feeling as though they can never measure up. If you know you have the habit of only letting people know when they make a mistake, practice pausing and finding something to genuinely appreciate first.

## ► DATA DUMPING – HUMOR AT OTHERS' EXPENSE

**Thinkers can be a fountain of knowledge, providing intriguing information and fascinating facts to inquiring minds. Get a Thinker started on a subject they have researched or experienced with a captivated audience and you'll find bliss all around. But things can start to go haywire if you start spewing specifics when others aren't actually enthralled.**

It's okay to occasionally miss cues that others aren't interested, we've all mistaken politeness for interest at some point but it is important to pay attention to the times you go WAY PAST politeness and tolerance and have entered the irritation zone. When this happens, is *not* an opportune time to demonstrate your intellectual prowess. Or maybe you find it entertaining to irritate others. Not everyone appreciates this kind of humor (but you already know that, don't you?).

Marie was at a party and mentioned it was a bit warm in the room, suggesting they open a window. A woman on the couch next to her, Diane (a Thinker) says, "Maybe you're having a hot flash."

Marie smiled, not knowing whether that was supposed to be a joke or not and said, “No, I am not having a hot flash, I just finished a 2 hour workout, I am always a bit warm afterwards.”



Diane insisted, “You’re menopausal, it’s a hot flash and you don’t realize it.”

Seeing the offense on Marie’s face by that comment, a friend tried to come to the rescue saying, “Actually it is warm in here, there is a pizza in the oven, let’s get a window open.”

Diane, stopped her, “No! The temperature is fine, Marie is just having a hot flash.”

All eyes were now on Marie. “I know my body,” said Marie, feeling put on the spot, “I am just warm.”

“If you are not menopausal you are definitely peri-menopausal,” Diane insisted. “I have been reading a book that says women can start the process of menopause 10 years before they realize it.” Diane continued, much to the dismay of Marie and everyone else at the gathering, to cite information she had read, backing up her research by referencing websites, giving case studies...

Feeling bombarded by information that Marie felt had *nothing* to do with her, she tried to change the subject several times, but Diane kept right on track as if she had to empty her entire file cabinet before she would stop.

Finally, finding no polite way to escape the flood (and feeling warmer than ever now) Marie stood up and walked over to a window, cracking it open just an inch or so.

“Definitely a hot flash”, quipped. Diane.

That’s it. Marie had had enough. She closed the window, grabbed her purse from beside the couch and left.

If you are a Thinker, quit your snickering- that wasn’t funny. (Okay maybe a little). With Thinkers it can be hard to tell if they are joking or not. If it wasn’t a joke and Diane thought she was actually providing valuable information, she missed the mark. If you haven’t caught on by now, it was time for her to get out of her head and into the present moment. Marie was too warm – open a window (ESPECIALLY if it *was* a hot flash for heaven’s sake)!

You might have just read this and thought, “yeah, so what?” The “so what” is - you may win your point, (or get a grin at another person’s expense) but lose that relationship. If proving your point is more important, go for it. Just don’t wonder why everyone avoids you. Recognize when to set aside a topic and change gears. You can discuss the topic at another time, with people who are actually interested. Your vast knowledge IS appreciated in suitable situations.

## ► DATA DIVING

**Closely related to its cousin above Data Dumping, “Data Diving” is when you start to ask questions in order to “fix the problem” before the person telling the story has finished.**

For example, when a spouse comes home after work and starts to talk about an incident that happened. Focused on facts and problem-solving the Thinker mate begins to inquire, “Did you try this? How about that? You could...” (After all, they would not be telling you this unless they are coming to you for solutions, right?)

Not always... before you automatically click into “fix it” mode, check to make sure you have connected with their emotional reasons for sharing. Are they simply venting? Looking for empathy? Expressing their frustrations?



Questions are great - it's the timing that needs perfecting. Find out the purpose for the conversation before you forge forward with solutions. Connect with them personally by allowing them to express their emotions. Try recapping their emotional experience first: “How frustrating!” Practice patience, especially if you start to realize they are not asking you to solve anything, just listen. Once you can communicate to them that you understand their circumstance, you'll likely get the green light to offer answers. Or, you may actually have satisfied everything they were seeking by simply listening.

## ► UNREASONABLE EXPECTATIONS

**Thinkers have a tendency to operate on a different wavelength than other styles. They have acquired different information and experiences throughout their lives (as we all have). The challenge rears when Thinkers assume others are in alignment with their EXACT logic and background or are restless and impatient with others’ “incompetence.”**

During a conversation with a group of friends at lunch, a man was sharing that he had just watching the movie, “The Secret” and was inspired by its message. He shared that for a great deal of his life he had been focusing on what he had been missing out on instead of appreciating the things he did have. This was a profound shift for him. Another guy at the table seemed to dismiss the first man’s experience altogether. “That was a ridiculously stupid movie! That movie reduced concepts down to such a simplified system. The theories are much more complex, multifaceted and rich. It didn’t do them any justice.”

The first man said, “DUH! That was the point of the movie – to distill the ideas to understandable pieces that are easy to digest by any lay person who had never been

exposed to the material before. It was a movie produced for the mass public, not a select group that has devoted their life's work to studying it."

The second man lashed back with intensely derogatory comments regarding the movie until anyone with a contradictory opinion was totally silenced.

Although this man may have felt that he won his argument, he lost the enthusiastic input of his friends. He was proud that he was so enlightened that he failed to notice that his friends were at a different stage of illumination.

When someone shares they learned something helpful, how can you acknowledge and support their growth AND express your own opinion? Can you figure out a way that they can co-exist? Could it be that both of you have valid views? News flash – it can.

## ► LIVING IN YOUR HEAD

**As thinkers, this style likes to work things out in their head before trying them out in the "real" world. They can observe events, examine them from an objective, detached point of view and generate several workable solutions - without so much as showing a single discernable facial expression, uttering a word or giving a clue to others what they have decided. They may disappear from the scene altogether to follow through on their decision, leaving others to wonder where they went.**



I have worked with couples where the Green thinks he/she shared what was going on, but the other half swears nothing was ever said "out loud".

I have also worked with businesses in which Thinkers have completed entire projects independently (seemingly secretly) without ever touching bases with anyone, not realizing this was an important part in the process (to other team-members that is).

This habit can cause huge rifts in relationships. But one tiny technique that takes only seconds to implement can yield massive results. It's called the "check in"... a simple, yet HIGHLY EFFECTIVE technique for communication success with other styles. One sentence, "I am heading out to the garage" can save hours of searching, wondering, and worrying on the part of a spouse. Practice saying things out loud. Enlist others to help, set the alarm on your watch – whatever it takes- to remind you to "come out, come out, where ever you are!"

# MOVERS (SP-ORANGES)

This style likes to “tell it like it is” or *even better!* Spontaneous in nature, they have a tendency to skip from subject to subject unless trying to bring home a point. In that case, they like to get right to it (the point), no holds barred. Their communication style can range from casual to forceful in intensity, depending upon the situation at hand. Not ones to be pinned down to a plan, they like to keep options open and may converse while multi-tasking. Movers speak from the gut and can be very physical in their interactions, hitting a “high five, punching, or pushing (“get outta here!”) for extra emphasis.

## 5 MOST COMMON COMMUNICATION MISTAKES THIS STYLE MAKES (when communicating with other styles)

**Interrupting**

**Ready, FIRE, Aim**

**Bulldozing Intensity**

**Self Centered**

**Multitasking**

### ► INTERRUPTING

When Movers get involved in discussions that evoke excitement, enthusiasm, or a sense of urgency their minds can spin with ideas, stories, and possible results. This is all great stuff and can contribute majorly to accomplishing the outcomes being explored. However, the trouble begins when Movers blurt out what is on their minds right in the moment, seemingly unaware that someone else happens to be in the middle of a sentence or thought.

Priya was sharing the progress she made with her survey development (which was almost complete) with her colleague Tammy. Priya barely got ½ a sentence out of her mouth before Tammy interrupted with several comments and ideas. Tammy was so enthusiastic and powerful in her communication that Priya could not get a word in edgewise. She repeatedly tried to bring the conversation back to the elements she had already developed for the survey. Many of Tammy's comments were redundant as she kept bringing up suggestions without pausing to fully understand what Priya had already developed. After 20 minutes of this kind of one-sided exchange Priya gave up and told Tammy she would email the survey for her to look at on her own time.

The enthusiasm of a Mover can be exciting to experience and those interacting with them can benefit from understanding their tendency to interrupt in the moment. However, this zeal can become exhausting if the other person doesn't ever get the chance to finish their thoughts. Although you may not mean to dismiss what the other person is saying, it can come across that way if you don't take a couple of breaths and listen once in a while. If you just can't seem to hold your thoughts and are afraid you are going to forget what you are thinking if you don't get it out immediately, jot down a quick note so it is out of your head and you can pay attention to the speaker. When they have completed, seize the opportunity to share your thought.

## ► **READY – FIRE! – AIM**

**As quick decision makers, Movers like to sum up a situation and take action immediately. Thing is, they can leap forward before all the info is in.**

“Oh look! We can save tons of money if we switch insurance agencies!” Later you find out some “minor details” like major coverage that isn't included, but now it will cost you a small fortune to add in the other coverage with this new company. Or one of the most common, you receive an email from someone and you fire off an intense response immediately, only to regret this rapid reaction when you change your mind and now have to undo the damage. This can earn you a reputation of an over-reacting hot head.

Before you hit the “send” button on that email, or sign on the dotted line of that “irresistible offer”, ask yourself if this decision can wait 24 hours (some decisions can wait—others need to be made in the moment – come on, you know the difference!). During that period, gather more info, double check with friends or colleagues, do an ego check, it is amazing how different our thinking can be when the adrenaline rush has passed.



## ► BULLDOZING

**We all use communication techniques because they have “worked” for us in the past. When a Mover isn’t getting their way, they can pull out the big guns and just talk louder, faster, and MORE INTENSLY than others. One can see others toppling over like bowling pins, shutting down and succumbing to this assertion.**

Although this may seem similar to “interrupting” (which is usually more from enthusiasm to share in the moment), bulldozing is commonly used “on purpose” to take charge of a situation. This may “work” for Movers in the moment, but in the long run, it sets up a system where people will agree to your face to avoid your “wrath” but band together behind your back to discuss what they “really” want to see accomplished. As a result, others will devise a “work-around”; a method to avoid you until a decision has been made, perhaps even feigning an apology that “somehow” you got left out of the loop.

If this is something you do, congratulations on earning yourself this reputation, now it’s time to repair it. Practice considering the points of views of others. Have a contest with yourself to see how many minutes you can actually allow them to have the floor. See how many of their points you can recap. Imagine you are in a competition to see how long you can maintain your composure. Whoever gets too intense first, loses. Don’t let them get your goat. Hold your ground with steadfast self-control. At the very least, it will freak them out with the unexpected.



## ► SELF CENTERED

**Me, me, me... what can you do for me? Some Movers have gotten so used to counting on others and delegating to others that they don’t even realize they may be doing it disproportionately. Are you one of them?**

No really Movers, don’t skip this section, chances are I mean YOU! People for the most part love to pitch in to help others. Movers can capitalize on this trait of human nature, at first just asking for an inch but ultimately taking a mile. “You are so good at such and such, can you do me a quick favor and do this for me? I’d truly appreciate it.” When they get a “yes”, they tuck in an extra request, “While you are at it, can you do this too? Thanks sooooo much!” Once that ball is rolling, it picks up momentum, “I know I asked for \$100, but I really need \$200.” Or it may show up like, “I know I said yes, but that was hours ago, I changed my mind. You can’t expect me to still do this when this other opportunity has come along!”

Okay, yes, others are responsible for their own decisions and they can learn to say “no” and go with the flow when circumstances change. Here is the bottom line, when you keep draining every last drop of benevolence from another person, they will hit their limit, and some will hit it hard, finally putting their foot down when they get to the point of no return – that infamous last straw. If you want to keep this connection alive and relationship intact, pause and pay attention. What are they trying to tell you that you haven’t heard? Listen before it’s too late.

## ► MULTITASKING

**Movers like to keep busy and take full advantage of every second of the day. If you are like most Movers, you do too - so you may involve yourself with other tasks or activities during conversation.**

Wanting to squeeze the most out of the moment, Movers are known to fidget, eat, bounce, check their phones, get up and walk or pace, do dishes, fold laundry, stretch, brush their teeth, during conversation (yes, even brush their teeth- or floss)!



Those entering the domain of a Mover should be prepared for this extra energy. Others with this same propensity for moving while speaking may not even notice it or be doing the same.

However, if you are a Mover and you notice some agitation in the other person or get a request to “pay attention for a second”, this usually

means the other person wants some eye contact or undivided attention. Instead of insisting they keep up with you, or stopping reluctantly and grudgingly giving them the “okay now I am paying attention” look (staring directly in their eyes for emphasis), let them know when would be the best time for you to sit still and for how long. If you really don’t care about this “pest” and want them to go away, keep doing what you are doing. If you do care, a small investment of your attention can pay off big time.

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## IMPROVE YOUR RELATIONSHIPS & YOUR LIFE!

As you read through this report you may have said to yourself, “Oh I CAN’T STAND IT when people do that!” Or, you might have thought, “Wait a minute, I LOVE it when people communicate that way!” Keep in mind these are only “mistakes” if the other person is not receptive to that particular mode of communication. It is your job to become aware of your own habits and how they are influencing your communication effectiveness.

You may have also noticed that although you are a certain dominant Style, your communication “mistakes” were listed as patterns common to another personality style (for example: you have many traits of a Mover, but you noticed most of your communication “mistakes” are listed in the Thinker section). This is normal and quite common. We all have picked up habits along the way and are all unique individuals with different combinations of traits. REMEMBER, we all have a mixture of all four Personality Styles within us.

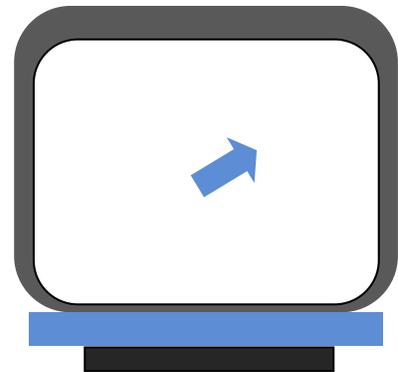
Now that you are more familiar with these patterns you will be better able to recognize a trigger that sets off a negative response in another person. If you notice you are not getting the response you want, the information and tips in this report gives you more flexibility to turn around an interaction to a more positive direction. When your communication improves, your relationships improve. When your relationships improve, so does your life!

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## Additional Resources

Author, Mary Miscisin is an internationally recognized authority on personality temperament. Her book, *Showing Our True Colors* – used across the globe for problem-solving and relationship building - set the stage for innovative applications of the personality temperament concepts including communication skill-building, corporate wellness and online assessments. Check out her website for a variety of resources on personality.

[www.PersonalityLingo.com](http://www.PersonalityLingo.com)



- [FREE COMMUNICATION QUIZ: Discover your personality communication style](#)

Do you know the difference between your personality style and your communication style? Take this easy quiz and find out how you are coming across in your communication.

- [Get a copy of the COMMUNICATION QUIZ: Use for your own workshops!](#)

Open up lines of communication. Explore how each style approaches communication including motivations, frustrations and recognizing personality communication style during conversation.

- [Learn more about your personality style by pursuing our PERSONALITY PROFILES](#)

Whether you are seeking to understand yourself or searching for answers about the behaviors of others, these profiles will provide insights into the approaches, frustrations and drivers of each

- [Explore different articles and quizzes on our FREE RESOURCES center](#)

Enjoy fun tips, quizzes and activities related to understanding your personality style. Compare the lingo of different personality systems, time management, communication and more!