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Edition: HR1/2016

Different personality styles require information packaged differently

For example, some need a longer lead time before information and action, while others find preamble excessive. Some of your employees or team members may require precise and highly detailed information, and others might become irritated with this style of communication and question your approach, asking if you think they don't know how to do their job?

In the practical sense, what this means is the better you shape your communication, the greater the chance for the person to understand what is required of them and to perform accordingly.

If people don't understand what to do – either they do nothing or they make a big mess. Either way, the leader is invariably frustrated because nobody listened. But how well did he or she communicate at the beginning?

In an ideal world we would be able to communicate with each person in the way that resulted in the best response and greatest level of resultant productivity from them. In real-life, where deadlines loom and pressure is tangible- this approach would be laughed off the shop floor.

So what is the solution?

In short, leaders need to:

- 1) Develop an understanding of the people in your team. Get to know who needs what and what the motivators are, communicate accordingly.
- 2) Grow your personal Emotional Intelligence - specifically the empathy component. This will allow you to understand how different team members respond and act accordingly. Remember that you can be empathic without agreeing with a person's view or approach.
- 3) Ensure that your team is aware that you have taken the time to get the above information and will, as far as possible, endeavor to use these 'rules of engagement' but at the end of the day, productivity rules.





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People tend to think that Emotionally Intelligent approaches or improvement and changes to communication style are a soft and weak approach.

An emotionally intelligent approach should never be used instead of firm discipline. The truth is that these tools should be used in conjunction with effective disciplinary procedures.

Building effective workplace relationships with your team is the long game. And effective discipline gives all parties the opportunity to work comfortably within a set of rules, and focus on the important things- productivity and high performance.

Please feel free to engage with me if you would like to pursue further discussion on this topic.
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Regards
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05 February 2016

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