



PI[®] Fridays with Bob

September 30th, 2011

“Communication”

Bob Wilson, Facilitator

A D V **i** S A





Frequently Asked Questions

Q: Can I get a copy of the slides?

*Yes. Please download the slides at this link on our website:
www.advisausa.com/Webinars.aspx*

Q: Will a recording of this webinar be made available?

Not at this time.

Communication is (at least) a Two-Way Street

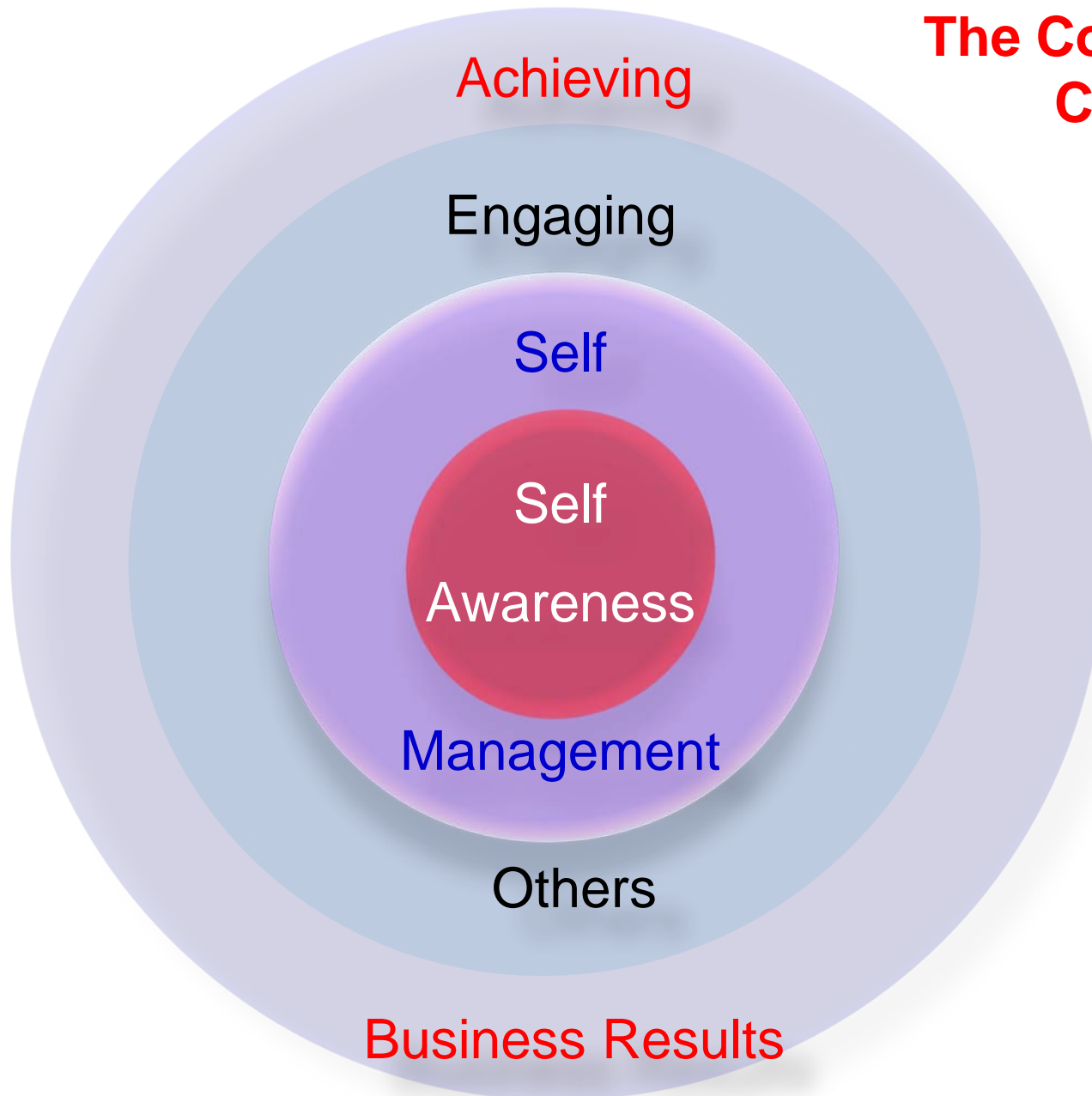


We should evaluate our communication capabilities from all three perspectives:

- giving
- getting
- sharing



The Connection Circle



Achieving
Business Results

Achieving

Engaging

Self

Self

Awareness

Management

Others



Transmission: the High Drives

Highest	A	B	C	D
Style	Goal-directed	People-directed	Connection-directed	Information-directed
	linear	Response-oriented	Process-oriented	Detail-oriented
	Fact-based; blunt	Feelings-based; empathic	Beginning-to-end; relaxed	Eliminate risk



Transmission: the Low Drives

Lowest	A	B	C	D
Style	Self-effacing	Minimalist	Hurried	uninhibited
	Conflict-avoiding	Data only	Now	Little information
	Hints	As needed	Changing topics	Against grain



Receiving: the High Drives

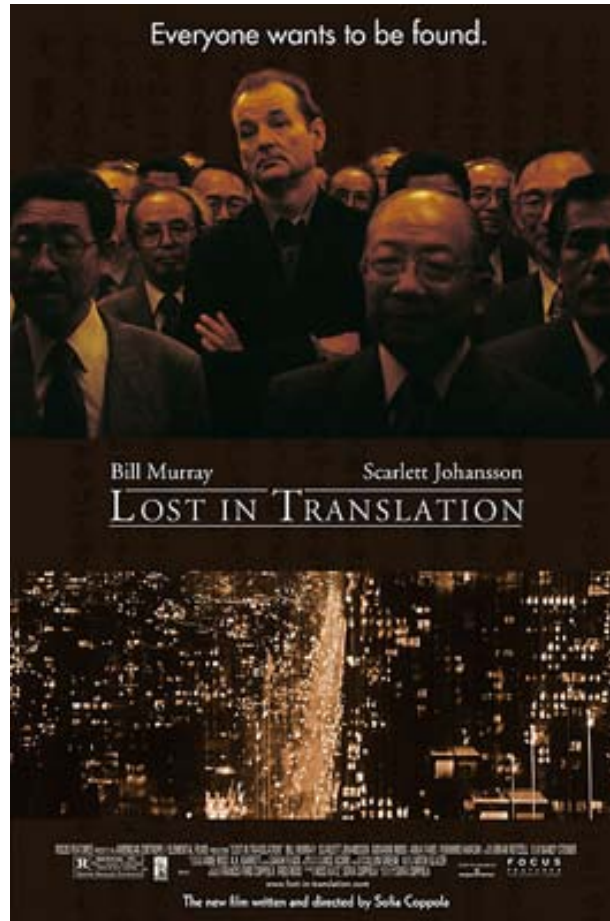
Highest	A	B	C	D
Style	Wants facts	Wants feelings	Wants to connect	Wants information
	Argumentative	Conciliatory	Relaxed	Worried
	Confrontational	Compromising	Closure	Clarity



Receiving: the Low Drives

Lowest	A	B	C	D
Styles	Attentive	Impassive	Impatient	Disinterested
	Non-questioning	Non-responsive	Accelerating	Contrary
	Agreeable	Little feedback	Multi-tasking	Moving off-topic

Translation – perhaps the biggest challenge



Both the transmission and receipt are clouded – even with the best intentions – by the static of the moods, feelings, predispositions, emotions and more, of the parties involved in the communications.



PI FanFest – User Group Meeting

9 a.m. to 3 p.m. ET

October 28th - Frankenmuth, MI

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Questions for Bob



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