



OIST



C-HUB

Center for
Professional Development
& Inclusive Excellence

Effective Communication Styles Inventory

Teaching is an act of communication between instructors and active learners. Effective communication depends on how the information is presented and organized, and how we present ourselves during the act of communication. Effective communication also depends upon whether the classroom climate is inclusive to enable the engagement of all learners.

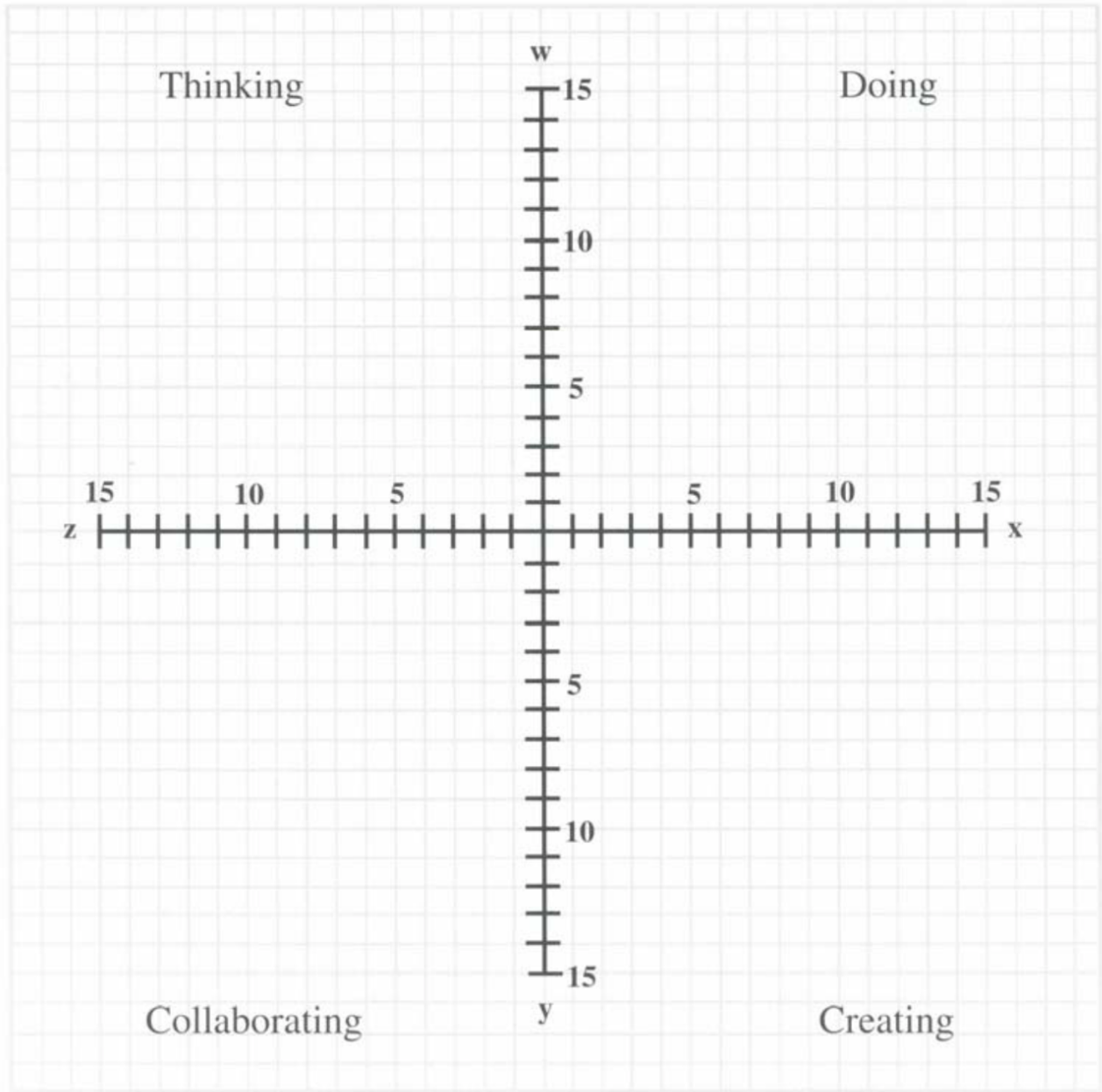
Directions:

Print and complete this document to determine your communication style.

1. Reflect on your personal characteristics as you read across each of the 15 lines below. On each line, circle two descriptive words that best describe you. This is a forced choice, so sometimes all four words will describe you, but you must select only two. Sometimes none of the four words “best” describes you; however, you must select two words on each line.
2. After completing line 15, verify the number of words circled on each line (as you read across from left to right). There must only be two words circled on each line.
3. For each column (x, z, w, and y), count the number of words circled and indicate the total circled in the box provided at the bottom.
4. Your “total” scores for each column represent four “points” (w, x, y, z). Take these four points and graph them on the *Scoring Grid*. When plotting your points, remember: zero is in the middle of the graph no matter which direction you are plotting (left, right, up, or down).
5. Draw a four-sided figure to connect the four points (in other words, when you connect your four points they must make a square or rectangle: that is, a four-sided figure). DO NOT DRAW A KITE. The largest area (length times width) of the four-sided figure drawn represents your dominant communication style as indicated by the words you selected. If you disagree about your style, go back and review the words you selected; OR reflect upon what you had assumed to be your style vs. how others perceive your style.
6. Read the summary page for information about your style.

	X	Z	W	Y
1.	disputes the issue	unruffled	focused	sociable
2.	will take a chance	flexible	rational	sympathetic
3.	spur-of-the-moment	prudent	composed	extroverted
4.	directs others	asks	pensive	lively
5.	decisive	ponders	diligent	gregarious
6.	takes control	collaborates	independent	amicable
7.	self-assured	noncommittal	orderly	demonstrative
8.	convincing	open-minded	thorough	free-thinking
9.	will fight for	will defend	effective	good-hearted
10.	wants to win	hopeful	pragmatic	young-at-heart
11.	eager	diplomatic	systematic	innovative
12.	confident	accepting	pains taking	high-strung
13.	dominant	mild	plans	talkative
14.	insistent	sensible	exact	helpful
15.	urgent	constant	conventional	good-natured
				= 30

Scoring Grid



Effective Communication Styles Inventory Summary

<p>Thinking/Planning</p> <p><i>Ask For:</i></p> <ul style="list-style-type: none"> • data • information • facts <p><i>Focused On:</i></p> <ul style="list-style-type: none"> • process • task • goal • doing things the right way <p><i>Under Stress:</i></p> <ul style="list-style-type: none"> • avoid <p><i>Need/Like:</i></p> <ul style="list-style-type: none"> • logical thinking • documentation • rational approach • careful planning 	<p>Doing/Directing</p> <p><i>Tell About:</i></p> <ul style="list-style-type: none"> • progress to goals • actions required • solutions to problems <p><i>Focused On:</i></p> <ul style="list-style-type: none"> • task • goal • winning/being successful • making things happen <p><i>Under Stress:</i></p> <ul style="list-style-type: none"> • become autocratic and tell <p><i>Need/Like:</i></p> <ul style="list-style-type: none"> • options • directness • flexibility • conciseness
<p>Supporting/Collaborating</p> <p><i>Ask For:</i></p> <ul style="list-style-type: none"> • information re: others' skills/interests • input • feedback <p><i>Focused On:</i></p> <ul style="list-style-type: none"> • people • relationships • collaborations • how situations "feel" <p><i>Under Stress:</i></p> <ul style="list-style-type: none"> • acquiesce or yield <p><i>Need/Like:</i></p> <ul style="list-style-type: none"> • friendliness • participation • inclusion • involvement 	<p>Visioning/Creating</p> <p><i>Tell:</i></p> <ul style="list-style-type: none"> • visions • ideas • stories, analogies <p><i>Focused On:</i></p> <ul style="list-style-type: none"> • big picture • models/theories/concepts • bringing visions into reality <p><i>Under Stress:</i></p> <ul style="list-style-type: none"> • blame others <p><i>Need/Like:</i></p> <ul style="list-style-type: none"> • to understand how the details fit their picture • innovation and creativity • others to handle the details

Adapted from the Effective Communication Styles Inventory Scoring Form, copyright Wanda Hackett Enterprises (1998). Retrieved December 5, 2022 from <http://whecare.com/images/form.pdf>