Titomic Lunch and Learn

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EXECUTIVE SUMMARY

Purpose: Strengthen communication and collaboration within the team by increasing awareness of individual communication styles and providing practical tools for navigating differences.

Value Proposition: Provides the team with practical, shared tools for improving how they communicate

Outcomes:

- Recognize and adapt to different communication styles.
- Identify behaviors that can create tension or disengagement and address them quickly.
- Cultivate deep listening to better understand what's truly being said.
- Build respectful, direct, and collaborative team interactions.

STYLE RECOGNITION






	PEOPLE PEOPLE	PARTY PEOPLE	PLANNER PEOPLE	POINT PEOPLE
Pattern	Open/Indirect	Open/Direct	Guarded/Indirect	Guarded/Direct
Pace and Orientation	Slower/People Oriented	Faster/People Oriented	Slower/Task Oriented	Faster/Task Oriented
Their Goal	Steadiness	Influencing Others	Compliance	Dominance
Work Area	Casual, Conforming	Stylish, Interesting	Formal, Functional	Busy, Structured
Wants to	Build and Maintain Relationships	Interact and Be Recognized	Gather Information and Know Process	Get to the Bottom Line and Decide Quickly
Fear	Conflict	Loss of Prestige	Embarrassment	Loss of Control
Aggravated by	Insensitivity	Routine	Surprises	Indecision
Makes decision by	Considering Options	Spontaneity	Deliberate Action	Decisiveness
Decisions are	Careful	Impulsive	Planned	Steadfast
Measures success by	Compatibility, Depth of Relationships	Recognition, Applause, Compliments	Precision, Accuracy, Activity	Results, Track Record, Progress

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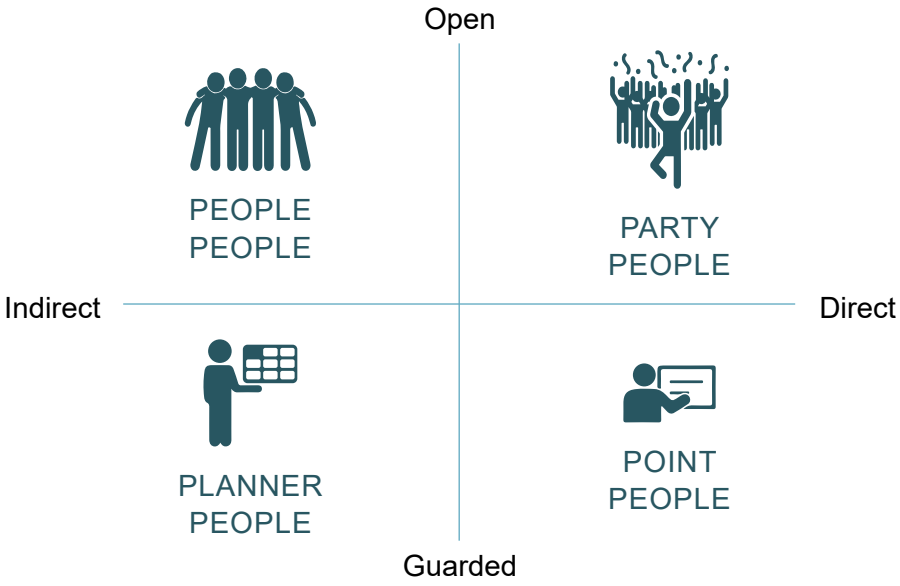

How can style recognition help the way you communicate with one another?

STYLE RECOGNITION ACTIVITY - 10 MINS

In your breakout groups, pick one of the scenarios. Discuss how you think the person should respond. Be prepared to debrief.

SCENARIO 1

You are a Point Person working with a People Person on a project.

You've asked the People Person several times for information you need to finish your part of the project. You walk by their desk and say: "Do you have that information I asked for yet?"

The People Person looks at you and says, "I'm working on it."

You were simply asking a direct question because you need the information to keep the project moving.

What adaption techniques do you apply to the situation?

SCENARIO 2

You are a Planner Person working with a Party Person on a project.

At a team meeting, the Party Person announces they changed part of the project without consulting you because they thought their idea was better.

You respond: "You can't just change things whenever you want. We agreed on a plan, and now you've created more work for everyone else."

The Party Person looks frustrated and says: "I was just trying to help. You don't have to talk to me like that."

What adaption techniques do you apply to the situation?

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VERBAL CLUES

Listen carefully in a virtual setting to the words used.

SPEED READ PEOPLE—READING OTHERS' STYLES

Verbal clues: If you meet someone, especially for the first time, and they come on strong, they are likely either a **Party** or **Point Person**.

If they are quiet and soft-spoken, they are probably a **People** or **Planner Person**.

NEXT CLUES: *WHAT* THEY SAY.

	STYLE	TYPICAL STATEMENTS	NOTES
	Point Person	"Tell him I want to talk to him ASAP!" "Let's get this settled right now!" "What's the bottom line?" "Cut to the chase; what are the options?" "Here's how we'll proceed…" "I want to win this – no ifs ands or buts." "Tell me what the goal is." "You handle it, but keep me informed."	
	Party Person	"Hey! Here's an idea! Whattaya think?" "Why don't you noodle on that for a while?" "I feel this is the way we ought to go." "Tell me what you think about…" "Spare me the details. Just give me the drift." "I think we're making progress. Now let's…" "My sense is that…" "Let's try it a different way, just for kicks."	
	People Person	"I'd like to go kind of slow on this. Is that okay?" "Have we determined the impact of this on the staff?" "I really enjoy working with you." "I'd like to help you however I can." "We can work this out, I'm sure." "How do you really feel about this?" "How's this likely to end up? I'd like to know first."	
	Planner Person	"Now, let's look at this logically." "Is that really the right thing to do? Can we justify that?" "Let's take this first step. Then we can decide step two." "Give me all the facts first." "What guidelines make sense for this project?" "Precisely what do you mean?" "I don't want any surprises." "Have we touched all the bases?"	

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ADAPTING TO OTHER STYLES

- Think about someone you have trouble communicating with.
- Determine which style best represents that person.
- Check the boxes for the tips you plan to use when communicating with that person.
- Plan your next interaction with that person and used the tips.
- Use the tool again to plan a conversation with another person.

☐ To adapt to People People

Be warm and sincere by:

- ☐ supporting their feelings by showing personal interest when possible
- ☐ assuming they'll take things personally
- ☐ allowing them time to trust you
- ☐ discussing personal feelings – not facts when you disagree
- ☐ moving along in a slower, informal, but casual steady manner
- ☐ showing that you're actively listening

☐ To adapt to Party People

Show interest in them by:

- ☐ supporting their opinions, ideas and dreams when possible
- ☐ being upbeat, stimulating and fast-pace
- ☐ tolerating digressions and not hurrying a discussion
- ☐ trying not to argue – you'll seldom win
- ☐ being enthusiastic, spontaneous and casual
- ☐ explaining how action can enhance their image
- ☐ sparing them the details

☐ To adapt to Planner People

Show yourself to be thorough:

- ☐ supporting their organized, thoughtful approach when possible
- ☐ showing commitment through your actions, not just words
- ☐ being detailed, accurate and logical
- ☐ listing advantages & disadvantages of any plan organized
- ☐ providing solid, tangible evidence
- ☐ adhering to established procedures
- ☐ giving assurances that decisions won't backfire on them

☐ To adapt to Point People

Be efficient and competent by:

- ☐ supporting their goals and objectives when possible
- ☐ keeping your relationship businesslike
- ☐ using facts – not personal feelings – if you disagree
- ☐ being precise, effective and well organized
- ☐ recommending alternate actions with brief supporting analysis
- ☐ getting to the point quickly
- ☐ stressing competitive results and growth opportunities

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WHY DEEP LISTENING?

- Better understand the current state
- To really hear and feel deeply heard
- Identify true root causes

KEYS TO DEEP LISTENING

Thinking
Listen for what the person you are engaging may be thinking about the situation.

Feeling
Listen for what the person you are engaging might be feeling about the situation.

Willing/Not Willing
Listen for what the person you are engaging might be willing or not willing to do regarding the situation.

DEEP LISTENING ACTIVITY

Speaker: "So, I really appreciate you wanting to help me with my project. But I'm actually very pleased with the way it's progressing. In fact, I think at this point we might be in a place where another cook in the kitchen might spoil the soup. I know your boss said she'd like you to give me feedback and support; and I really appreciate your willingness to help, but I am in a good place to complete the project on time and on schedule. Thanks for offering. I really do appreciate it."

In your breakout group answer:

What is the speaker thinking?

What is the speaker feeling?

What is the speaker willing/not willing to do?

GOOD QUESTIONS: THE KEY TO DEEP LISTENING



Objective

- What Happened?
- What did you do?
- How can I best help you today?



Reflective

- What did you hope to achieve?
- How would you like to respond?
- What could you do differently?



Interpretive

- What have you learned so far?
- What do you think is going on?
- What were the implications?



Decisional

- What will you do next?
- What's stopping you from…?
- How would you like to respond?

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HOW WILL YOU IMPLEMENT THESE TOOLS INTO YOUR DAILY INTERACTIONS?

Facilitator Angela Garmon



Experience

- 20+ years of experience leading organizational transformation, executive alignment, and enterprise-wide change initiatives.
- Trusted advisor to executive leadership teams across government, construction, aerospace, and hospitality sectors.
- Lead enterprise-level change initiatives focused on leadership alignment, cultural transformation, and operational effectiveness.
- Conduct organizational and cultural assessments to identify change impact, readiness levels, and risk factors.
- Six Sigma Green Belt and ICF Certified Coach (ACC) with a proven track record of driving adoption, strengthening organizational culture, and improving operational performance.

Education/Training

- BS in Business Management, WIU
- MA in Human Dynamics, WIU

Volunteer

- Serve on the Executive Board for National Association of Women Business Owners - Phoenix Chapter
- Serve on WBEC-West Committee

Personal

- ISTP
- I enjoy curling up on the couch and reading a good book, spending time connecting with friends and family, and creating memories that will last a lifetime.

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