

Communication and Learning Styles

Presented by Carole Buncher
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WORKSHOP OBJECTIVES

As a result of this workshop, you will:

- Be knowledgeable about various types of communication and learning theories
- Identified your preferred communication and learning styles
- Understand how your preferred styles interact with others' styles
- Be able to apply effective communication strategies



The Power of Understanding Your Preferred Communications and Learning Style

- More creative
- Meet others' needs
- Understand our own preferences and actions
- Make and maintain strong, professional relationships
- Organize your life better
- Better set and achieve expectations



Communications and Learning Styles

- Myers Briggs Type Indicator
- Visual, Auditory, Kinesthetic
- Kolb's Learning Inventory
- Gardner's Multiple Intelligences



Myers-Briggs

- Theory of preference (like being right-handed)
- Don't change much throughout life
- Can create change depending on context, but not preference
- Continuum—all people use all preferences
- Helpful to understand your preferences and your teammates' preferences
- No right or wrong, good or bad indicators



Which is your most natural energy orientation?

Extravert

- Act first/think later
- Feel deprived when cutoff from outside world
- Usually motivated by people and things
- Enjoy wide variety of relationships

Introvert

- Think first/act later
- Regularly require "private time"
- Mind is so active that sometimes closed to outside world
- Prefer one-to-one relationships



Which way of understanding is most natural for you?

Sensing

- Mentally live in the present
- Use common sense and create practical solutions
- Memory recall is rich in detail
- Like clear, concrete information

Intuitive

- Mentally live in the future
- Use imagination and create new possibilities
- Memory recall emphasizes patterns and contexts
- Comfortable with fuzzy, ambiguous information



Which way of forming judgments and making choices is most natural?

Thinking

- Searches for facts and logic
- Notices tasks that need to be accomplished
- Easily provides objective and critical analyses
- Accepts conflict as natural

Feeling

- Searches for impact on people
- Notices people's needs and reactions
- Seeks consensus
- Unsettled by conflict



What is your action orientation towards the outside world?

Judging

- Plan details in advance
- Focus on meaningful segments before moving on
- Work best when *ahead* of schedule
- Use schedules and routines to manage life

Perceiving

- Comfortable moving into action without a plan
- Like to multitask
- Work best *close to* deadlines
- Avoid commitments that interfere with flexibility and variety



Your 4 Letters—Circle One for Each Set

- E I
- S N
- T F
- J P



Hand-out

What have you learned about yourself and the way you communicate?



VAK

- Visual
- Auditory
- Kinesthetic



Visual

- Like to learn and communicate through the written word, pictures, charts, and symbols
- Easily visualize faces and places
- Seldom get lost in new surroundings
- Take lots of notes



AUDITORY

- Often talk to themselves
- Move their lips when reading
- Prefer talking/listening to reading
- Effective at brainstorming
- Respond well to questioning



KINESTHETIC

Tactile—learn best by touching and moving
Lose concentration easily when reading or listening
Doodlers
Need to stretch and move around frequently



Which is your preferred learning type?

- Visual
- Auditory
- Kinesthetic

- How do you know?



KOLB'S LEARNING STYLE INVENTORY

- Watchers (introverts/reflector)
- Thinkers (analytical/logical)
- Feelers (people/emotions)
- Doers (extrovert/take charge)



What kind of learner are you?

- Hand-out
- Follow directions
- Two-sided
- Don't worry about what AE, RO, AC, and CE mean as you complete inventory



WATCHER

- Reflect on impact of information—place in context
- Physical evidence will be most meaningful to them
- Impartial, neutral, object—deliberate in decision making
- Introverts
- Visual and auditory



THINKER

- Conceptualize, generalize, and analyze
- Oriented more toward things and symbols than people
- Policies, procedures, structure, and routine are important



FEELER

- Perceptive
- Emotional
- Focus on people rather than things and symbols
- Theory less important than the uniqueness of each case
- Team players
- Conflict resolvers



DOER

- Risk takers and comfortable with change
- Take charge attitude
- Enjoy multitasking and taking on new projects
- Prefer group discussions to lectures
- Extroverts
- Kinesthetic—wants to touch everything



LEARNING APPLICATION

- Find someone with a different style
- Discuss how they like to receive directions on how to do something new.



GARDNER'S MULTIPLE INTELLIGENCES

- Eight ways to learn
- Equally important
- We have preferences
- Our culture:
 - Verbal and linguistic
 - Logical and mathematical



EIGHT WAYS TO LEARN

1. Verbal linguistic
2. Logical-mathematical
3. Musical
4. Spatial
5. Bodily kinesthetic
6. Interpersonal
7. Intrapersonal
8. Naturalist



LOGICAL-MATHEMATICAL

- Reasoned
- Recognizes patterns and order
- Organized
- Scientific



VERBAL LINGUISTIC

- Sensitive to meaning and order of words
- Written or oral
- Writers, poets



MUSICAL

- Sensitive to melody and rhythm
- Composers

SPATIAL

- Sculptors and pilots
- Perceive the world accurately

Bodily kinesthetic

- Uses body skillfully
- Handles objects adroitly
- Athletes and dancers

INTERPERSONAL

- Understand people and relationships
- Salespeople and teachers
- Like teamwork and group activities



INTRAPERSONAL

- In touch with own emotions
- Clear self identify
- Reflective
- Contemplative



NATURALIST

- Connected to nature
- Most motivated when in the "great outdoors"
- Explorers



HAND-OUT

- Mark in the left column each statement that clearly describes you.
- Count the number of marks for each page.
- Which page(s) have the most marks?
- Which type(s) of intelligence is your preference?
- Your reaction?



LEARNING APPLICATION

- Talk to a neighbor
- How can you/they use this information to be more productive?



COMMUNICATION STRATEGIES

- Overcoming communication barriers
- Sender skills
- Receiver skills



What are some barriers to effective communication?

- Sender has poor knowledge of the subject or is inadequately prepared.
- Sender does not believe in the message or support the policy behind it.
- Receiver has poor knowledge of subject or is inadequately prepared.
- Receiver is not interested in the subject.
- Sender or receiver is temporarily preoccupied.
- People unintentionally fail to say what they mean.
- Sender and receiver have different vocabularies.
- Cultural differences exist between communicators.
- Communicators have different assumptions.
- Status differences (leader-member) exist between communicators.
- One of the communicators has negative or hostile reactions to the other.
- Outside interference or distractions have occurred.
- Pressure of time does not allow effective communications to occur.



Sender skills

- Choose the appropriate environment and channel
- Adapt to other's style, e.g., Myers-Briggs
- Make sure words, vocal qualities, and body language all support the message
- Ask for feedback to confirm understanding



Receiver Skills

- Show empathy
- Question for understanding
- Use attentive body language
- Avoid making snap judgments
- Paraphrase



QUESTIONS? COMMENTS?

For further training and consulting information, contact us.

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