

# Mid-year Training

## Effective Communication Workshop

## Work Assignment

Each of the following four handouts describes a working style represented by one of the four directions: North, South, East, and West. North is the go-getter; South the nurturer; East the visionary; and West the analyst. \*

These four styles should be familiar to you from the District Leader Training in August. Your assignment is to review each direction and determine your communication and working style before the Mid-year Training.

If you experience difficulty identifying the style that best suits you, ask yourself the following questions:

- ▶ What seems most comfortable to me?
- ▶ How do I respond under pressure?
- ▶ What is my first inclination when I get a new project?
- ▶ What feedback have I been given about myself?

Please come to training knowing your direction and familiar with the attributes described.

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\* Adapted from the Northwest Leader Corps training curriculum written and compiled by Nicole Trimble. An EnCorps resource. Please retain the original program attribution when adapting or using this resource. Rev. June 2007.

### North: The Go-getter

#### Approach to Communication

- ▶ Assertive, active, decisive, courageous, ambitious, confident, tenacious, goal-centered
- ▶ Likes to be in control and determine the course of events
- ▶ Quick to speak, expresses urgency for others to act quickly
- ▶ Enjoys challenging people and situations
- ▶ Thinks in terms of the “bottom line”
- ▶ Likes a quick pace and the fast track
- ▶ Hardworking leader who is comfortable being in front
- ▶ Value phrases: *Do it now!* and *I'll do it!*

#### Best Ways to Work with a North

- ▶ Assign tasks that require motivation, persuasion, and initiative
- ▶ Present your case quickly, clearly, and with enthusiasm and confidence
- ▶ Let the North know how she is involved and what her incentive is
- ▶ Focus on the challenge of the task
- ▶ Allow plenty of autonomy
- ▶ Establish timelines, and stick to them
- ▶ Give positive, public recognition

### South: The Nurturer

#### Approach to Communication

- ▶ Friendly, likeable, supportive, nurturing, caring, peace-loving, sympathetic, helpful, process-centered, generous, non-competitive
- ▶ Allows others to feel important
- ▶ Willing to trust others' statements at face value
- ▶ Team player
- ▶ Feelings-based, trusts own emotions and intuition as truth
- ▶ Focuses on the present moment
- ▶ Likes to build on the ideas of others
- ▶ Value words: *right* and *fair*

#### Best Ways to Work with a South

- ▶ Keep the process in mind
- ▶ Pay attention to the relationship between you and the South
- ▶ Justify your decisions with values and ethics
- ▶ Appeal to your relationship with the South and his relationships with others
- ▶ Listen closely
- ▶ Allow the expression of feelings and intuition in logical arguments
- ▶ Be aware that a South may have a hard time saying "no" and may be easily taken advantage of
- ▶ Provide plenty of positive reassurance and likeability
- ▶ Let the South know you like him and appreciate him

### East: The Visionary

#### Approach to Communication

- ▶ Innovative, creative, idea-oriented, adventurous, spontaneous, free-spirited, unconventional
- ▶ Sees the big picture
- ▶ Focuses on the future
- ▶ Takes risks
- ▶ Has insight into mission and purpose
- ▶ Looks for overarching themes and ideas
- ▶ Appreciates an abundance of information
- ▶ Has strong spiritual awareness
- ▶ Likes to experiment and explore
- ▶ Value words: *option* and *possibility*

#### Best Ways to Work with an East

- ▶ Show appreciation and enthusiasm for ideas
- ▶ Listen and be patient during idea generation
- ▶ Avoid criticizing or judging ideas
- ▶ Allow and support divergent thinking
- ▶ Provide a variety of tasks
- ▶ Provide help and supervision to support detail and project follow-through

### West: The Analyst

#### Approach to Work

- › Practical, dependable, thorough, careful, deliberate, logical, balanced, introspective, focused, reserved
- › Plans and provides resources to others
- › Follows procedures and guidelines
- › Uses data to make analytical decisions
- › Weighs all sides of an issue
- › Thoroughly examines people's needs in situations
- › Works well with existing resources
- › Gets the most out of what has been done in the past
- › Finds the fatal flaw in an idea or a project
- › Value words: *objective* and *organized*

#### Best Ways to Work with a West

- › Allow plenty of time for decision-making
- › Provide data – objective facts and figures that a West can trust
- › Don't be put off by critical "no" statements
- › Minimize the expression of emotion, and use logic when possible
- › Appeal to tradition, a sense of history, and correct procedures