

STAYING CONNECTED REMOTELY:

HOW TO COMMUNICATE WITH IMPACT

You've probably noticed that the people in your team respond uniquely to different styles of communication.

Some might appreciate it when you take the time to make small talk and ask how they're doing. But others may prefer it when you get straight to the point, without beating around the bush.

As remote working becomes the new norm and we adapt to new ways of connecting with our colleagues – focusing on how we communicate with them has never been so important.

This IC Field Guide will support you to communicate with impact by introducing you to the characters you're likely to be interacting with in your teams, and helping you consider their personal communication preferences when starting a conversation or sharing important information.

Giving you helpful strategies and ideas to build stronger, more effective connections with your colleagues – no matter where they're based. So that you can get the best out of them in any situation

Let's dive right in...

How to get the best from your IC Field Guide

At H&H, we're experts in people-centred communications. So we created this insights-packed IC Field Guide to help you build more productive and meaningful relationships with your teams, particularly when working remotely. Save it as your desktop screensaver, stick it on your wall or pass it around your organisation – the choice is yours!

For more helpful resources, visit:

www.handhcomms.co.uk/resources



REFERENCES:

1. Lifesize (2016). *The Results Are In: Video Conferencing Is a Productivity Powerhouse*. Austin, Lifesize

The personas in this infographic are underpinned by PRINT®, a tool designed to enhance individual and team performance by unveiling the drivers that influence how we connect with others. To find out more about how PRINT® can help you communicate more effectively with your colleagues, visit discoveryourprint.co.uk.

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DID YOU KNOW THAT



**OF PEOPLE SAY VIDEO
CONFERENCING HELPS THEM GET
THEIR POINT ACROSS EASIER?**

This is good news for those of us who are ditching the office desk and meeting spaces for our sofas and spare bedrooms.



But how can you ensure your points **actually resonate** once you hang up – **inspiring your colleagues into action?**

Even though you may now be miles away from your team, you can still **communicate and engage with impact** by understanding how they might respond based on what you say – or more importantly, how you say it.

Remember to use the **Platinum Rule:**

**“TREAT OTHERS
HOW THEY’D LIKE TO
BE TREATED”**

**to create deeper
connections and
rapport with others.**



LET’S TAKE A LOOK AT THE CHARACTERS YOU’RE LIKELY TO BE INTERACTING WITH IN YOUR TEAMS,
AND HOW YOU CAN **COMMUNICATE WITH IMPACT** TO BRING OUT THE BEST IN THEM IN ANY SITUATION...



The Commanders

HOW TO SPOT THEM



ACTION-FOCUSED

- Energetic
- Decisive
- Enthusiastic



IN CONTROL

- Like to have their say
- May talk more than they listen
- May take over conversations



DETERMINED

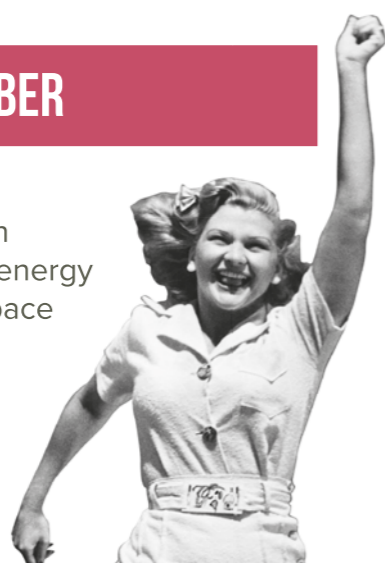
- Competitive
- Persistent
- Confident and self-assured

HOW TO GET THE BEST OUT OF THEM

- Get to the point quickly
- Make direct, positive and enthusiastic statements
- Tell it like it is (straight-talking is key for this group)
- Give them the freedom to make decisions

THINGS TO REMEMBER

- Summarise first, give detail later
- Avoid prolonged small talk
- Expect quick, non-emotional decisions
- Match their energy and pace



The Collaborators

HOW TO SPOT THEM



CONNECTION-FOCUSED

- Attentive
- Good listeners
- Empathetic



EXPRESSIVE

- Demonstrative
- Talkative
- Express through emotions, feelings or physical actions



EMOTIONALLY AWARE

- Tuned into other people
- Sensitive
- Warm and compassionate

HOW TO GET THE BEST OUT OF THEM

- Focus on them and invest in the partnership
- Use face-to-face communication (video or phone calls)
- Communicate emotional benefits
- Give them time to share their thoughts and feelings

THINGS TO REMEMBER

- Take time to understand what matters to them
- Present criticism in a positive way
- Build trust and connection before getting down to business
- Offer sincere praise



The Challengers

HOW TO SPOT THEM



KNOWLEDGE-FOCUSED

- Analytical
- Rational
- Seek details and facts



CAUTIOUS

- Patient
- Methodical
- Like to think things through



RESERVED

- Restrained and measured
- Reticent
- Sceptical

HOW TO GET THE BEST OUT OF THEM

- Focus on facts and information over emotional appeals
- Provide precise, well-researched arguments
- Use written communication over verbal
- Allow them time to question and scrutinise information to come to a decision

THINGS TO REMEMBER

- Avoid prolonged small talk
- Be organised, logical and comprehensive in your communication
- Provide reading materials in advance of meetings
- Back your arguments up with data



**COMMUNICATION IS THE KEY TO
KEEPING PEOPLE CONNECTED –
NO MATTER WHERE THEY ARE
BASED.**

This IC field guide helps you communicate more effectively with others by coming at it from their point of view. Helping you build meaningful and productive interactions which bring out the best people.

