

Personality Styles in Team Communication

性格分析：把握團隊溝通技巧

MEDIUM : English / Cantonese COURSE CODE : PSTC

Blending interest, initiatives and motivation of self with others' to produce mutually satisfying results is the key to successful team communication. Suiting the communication style to the team members' personalities raises the harmony and connection, which drives up efficiency.

In the workshop, the participants will have the following takeaways:

- Define the essential traits to achieve team efficiency
- Embrace the principle – build on commonalities and enjoy differences
- Know the personality style of self and others'
- Discover the key to rapport building
- Convey clear messages by finding the right context
- Motivate initiatives on task and on relationship
- Align on the concept of time
- Listen to understand differences and prioritise
- Manage differences in expectations, roles and interests
- Connect with team members with different personality styles

Target Audience Team leaders and team members

Course Outline

1. Personality Styles in Team Dynamics

- Engage in an activity to discover personality styles in team functioning
- Be aware of efficiency based on a task and a people focus
- Know time management with people's mindset on time

2. Personality Style Analysis

- Realise the style for self and for others in a questionnaire
- Discuss how to vary the approach to build rapport with four types of profile
- Profile own team members at work

3. Connect with the Right Context

- Learn how people express thinking and feelings through contexts – high context and low context
- Define low context as task-focused and high context as relationship-focused
- Practise in an exercise how to get across and exchange clear information by finding the middle context

4. Manage Time with Others

- Deal with the monochronic –precise with time and the polychronic – flexible with time
- Plan to set expectations
- Monitor for commitment

5. Negotiate and Manage Differences

- Identify common goals
- Drive conversation with an effective model
- Lobby and influence

6. Network to Bond

- Engage and energise during informal situations
- Practise a three-step process with four (4) profiles
- Select channels

7. Integrate Skills for Action with Own Team

- Integrate learning to apply to team
- Develop ongoing plan to enhance team communication based on the profiling completed earlier in the workshop
- Share review with fellow participants