

## Module 2 - Element 1 - Relating Styles Overview

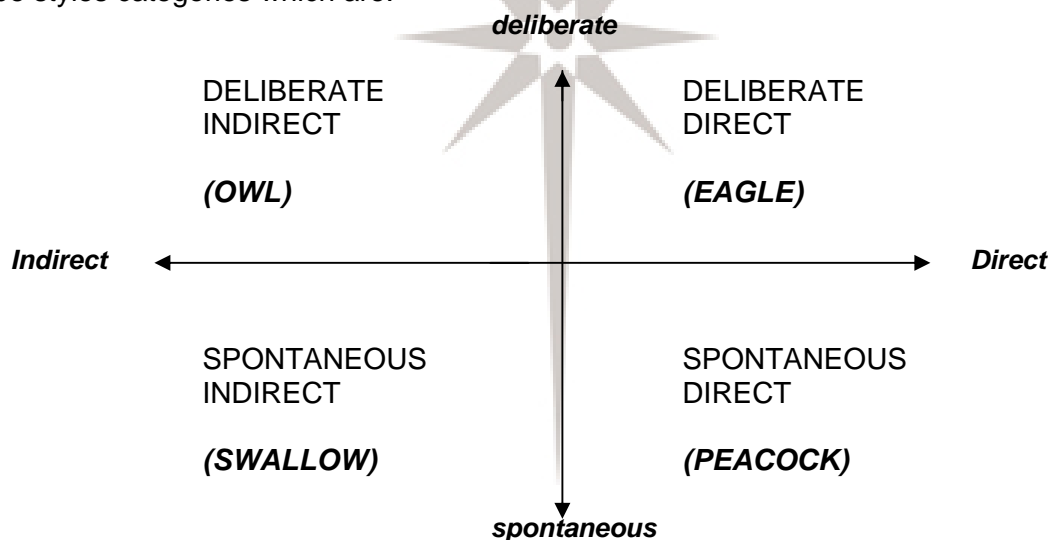
**RELATING STYLES**

The ways in which people choose to interact or relate to one another can be measured using a variety of parameters. In the work environment there are two dominant factors which transcend functional and hierarchical boundaries to some extent. They are also prevalent at the Moment of Truth with clients.

The first of these is COMMUNICATION. We may choose to communicate using a Direct (tell; instruct; order or compel), or alternatively, using an Indirect (sell; suggest; persuade; insinuate) style. We tend to use the style - direct or indirect - which works best for us.

The second factor is CONTROL. We attempt to predict and influence other people and events by using tactics which allow us to achieve results at acceptable price and risk levels. Our efforts can be construed as Deliberate (coercive; dominating; intervening; manipulating) or, on the other hand, as Spontaneous (impulsive; free-flowing; subjugated; subordinated).

When these two factors are superimposed, a matrix is formed. The four quadrants will then describe style categories which are:



Within a stable work setting, we adopt a dominant style - one which works for us most of the time. We may also adopt one or more backup styles - to which we revert when the dominant style is not getting the results we expect.

If we are conscious of our own dominant and backup styles, and also aware of those used by others, we have the option to amend our relating strategies, to be more flexible, and thereby to realize a higher level of success in our dealings.

A detailed analysis is provided to stimulate your thinking and actions subsequently.

You may wish to use this exercise for other life roles you play, in which case you should re-attempt the questionnaire when you are in the particular "think/act mode" for that role.