

Communication Styles

In delivering feedback you need to consider the way in which you communicate, to ensure it is relevant to the staff member's style. The effectiveness of your feedback will be enhanced if you have an understanding of how the academic prefers to communicate. There are four main styles of communication:

Style	Strengths	Potential Roadblocks	Preferred way to give and receive feedback
The Driver is direct and task oriented	<ul style="list-style-type: none"> • Direct • Practical • Decisive • Confident • Clear, to the point • Task oriented 	<ul style="list-style-type: none"> • Challenges others • Impatient • Insensitive • Overly independent • Need for control • Domineering 	<ul style="list-style-type: none"> • Quickly • Directly • To the point
The Collaborator is enthusiastic and relationship oriented	<ul style="list-style-type: none"> • Talkative • Friendly • Enthusiastic • Approachable • Initiates through the involvement of others 	<ul style="list-style-type: none"> • Overly sensitive • Lack of follow through • Unprepared • Disorganised • Subjective in decision making 	<ul style="list-style-type: none"> • Conversationally • Allowing time for anecdotal support • Sensitive • Allowing time for verbalising
The Contributor is supportive and avoids change and confrontation.	<ul style="list-style-type: none"> • Supportive • Patient • Predictable • Easy going, calm • Listens actively • Responsive to others 	<ul style="list-style-type: none"> • Avoids confrontation • Slow to change • Slow to initiate • Indecisive • Withholds feelings 	<ul style="list-style-type: none"> • Patiently, allowing time to respond • Non threateningly • Clearly • Supportively • Privately
	The Investigator is accurate and detail oriented.	<ul style="list-style-type: none"> • Accurate, well prepared • Diplomatic • Analytical • Cautious • Restrained • Systematic • Detail oriented 	<ul style="list-style-type: none"> • Too critical • Insensitive • Inflexible • Withdrawn • Overly cautious • Imposes high standards