Communicating Styles and Conflict Reading Passage

Communicating Styles and Conflict

A. Since the time of Hippocrates (460-370 B.C.), people have tried to comprehend others by categorising them based on personality type or temperament. According to Hippocrates, there are four separate bodily fluids that affect four different temperamental subtypes. 500 years later, Galen expanded on his ideas. Although we no longer think the source is the kinds of body fluid that predominate in our systems, there are many self-assessment techniques available today that connect to the fundamental descriptions given by Galen.

B. Self-evaluation is the criteria which is used to determine one's own values. The style that people use to learn, communicate, handle conflict or other characteristics of an individual will help to depersonalise conflict affiliation between two or more people. Loss of self occurs when you realise that others are not trying to be difficult but instead, they require different or more information than you do. They don't mean to be rude, they are so attentive to the task they overlook welcoming others. They would like to work smart and fast but they don't want to jeopardise the working relationship. They were aware of their work but it would be done correctly when required information is collected, which takes time to gather.

C.Hippocrates and later Galen have been determined to summarise personality with four basic temperaments Sanguine(is capable of talking to new friends like they are known for a long time), Melancholic (almost always deep in thought). Choleric(they are ambitious, brave and proud, but they can also be violent) Phlegmatic(slow to warm up to others but will make friends fairly easily). These temperaments were developed centuries ago and they were still somewhat adapted, you could update the wording. Nowadays, they translate into the four fairly common communication styles described below.

The sanguine person would have the capability to talk with an unknown person like they were already close friends. They also have a spirited style of communication. These people speak with expression. They often speak very fast and also invest their time, emotion and energy in their communication. They can easily give an example story to their talk. It may or may not explain the point which they are trying to make. Because of their enthusiasm, they're great team motivators. They are always concerned about the people and their relationship. They usually focus on the bigger picture and their high level of energy comes at a strong time, which means sometimes they miss details or the correct order of things. These people find lots of conflict and differences of opinion and love to engage in spirited discussion. They love change, they are constantly looking for something more exciting and adventurous.

E.Tile phlegmatic person and preserving- translates into the technical or systematic communication style. This style of communication mainly focused on reality and technical details. These types of people are very much focused on their task, they have an orderly methodical way of approaching, and they do not focus on people, emotions or concerns. They also focus on the required details to accomplish a task. Sometimes the details flood out the big picture and focus needs to be brought back to the context of the task. These sorts of people always treat facts as a front end to make decisions and they are uncomfortable with the conflict. They need time to adapt to the change and need to understand both the logic of it and the steps involved.

F.Tile melancholic persons who are soft-hearted and oriented toward doing things for others translate into considerate or sympathetic communication style. This style of people is focused on people and relationships. They seem to be good listeners and do things for other people, even sometimes they do to the people who did harm to themselves. They want to put in for others ' opinions and make sure everyone is comfortable with whatever is required to get the job done. Sometimes this focus on others can distract from the task at hand, because they are so focused on others' needs and smoothing over issues, they do not like conflict. People believe that change menaces the level quo and tends to make people feel tense, because of this people

with the same communication style, like phlegmatic people, would take some time to accept the situation and change themself to adapt to it.

G. The choleric temperament people have a bold and direct style of communication. These people are brief in their communication - the fewer words the better. People with this style are overactive and they love to be involved in many activities at one time. They are focused on tasks and outcomes and often forget that the people involved in carrying out the task have needs. They don't do detailed studies on the work they are doing so they underestimate the time which could take for that. They are so direct, they often look forceful and can be very intimidating to others. They always welcome someone to challenge them. But people with other styles are scared to do so. They can also handle the changes better.

H. A well-functioning team should have all these types of communicating styles for true effectiveness. All teams should focus on the task as well as on the relationship to achieve those tasks. They need a big-picture perspective of the context of their work, and they need the details to be identified and taken care of for success. We all also have aspects of each style within us. Some of us can easily move from one style to another and we can easily adapt our style to that situation, with focus on tasks or relationships. For others it is difficult, their dominant style is very evident, and they feel it is more challenging to tackle the situation from the perspective of another style. The work environment can influence communication styles either by the type of work that is required or by the predominance of one style reflected in that environment. Some people use one style at work and another style at home.

The above information about communication style is that we have the ability to develop flexibility in our styles. The greater the flexibility we have the more skilled we usually are at handling possible and actual conflicts. Usually, it is relevant to us to do so. We feel shy, either because it is important or because there are incentives in our surroundings to encourage it. The key is we should be flexible with our communication style." Whether you think you can or you can't, you're right!" by Henry Ford.

Communication styles and conflict reading questions

Question 1-8

<u>List of Headings</u>

- i Summarising personality types

- ii Combined styles for workplace

- iii Physical explanation

- iv A lively person who encourages

- v Demanding and unsympathetic personality

- vi Lazy and careless personality

- vi The benefits of understanding communication styles

- viii Cautious and caring

- ix Factual and analytical personality

- x Self-assessment determines one's temperament

Questions 9-13

Do the following statements agree with the information given in the Reading Passage?

Write whether the statement is True, False or Not Given.

- **TRUE** if the statement agrees with the information

- **FALSE** if the statement contradicts the information

- **NOT GIVEN** if there is no information on this

9. It is believed that sanguine people dislike variety

10. Melancholic and phlegmatic people have similar characteristics.

11. Managers often select their best employees according to personality types.

12. It is possible to change one's personality type.

13. Workplace environments can affect which communication style is most effective.

Question 14

Choose the correct letter **A, B, C** or **D.**

Write an appropriate answer on your answer sheet.

    14. The writer believes using self-assessment tools can

        A help to develop one's personality.

        B help to understand colleagues' behaviour.

        C improves one's relationship with the employer.

        D directly resolve conflicts