



**WELCOME**

**Irish Sports Council**

**To**

**MBW Training**

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**Transactional Communications**

*Martin Whyte*



# Irish Sports Council

## Today's Agenda

|                  |                              |
|------------------|------------------------------|
| <i>Session 1</i> | Transactional Communications |
| <i>Session 2</i> | The Art of Communications    |
| <i>Session 3</i> | How do we listen?            |
| Session 4        | Social Styles                |

# Transactional Analysis

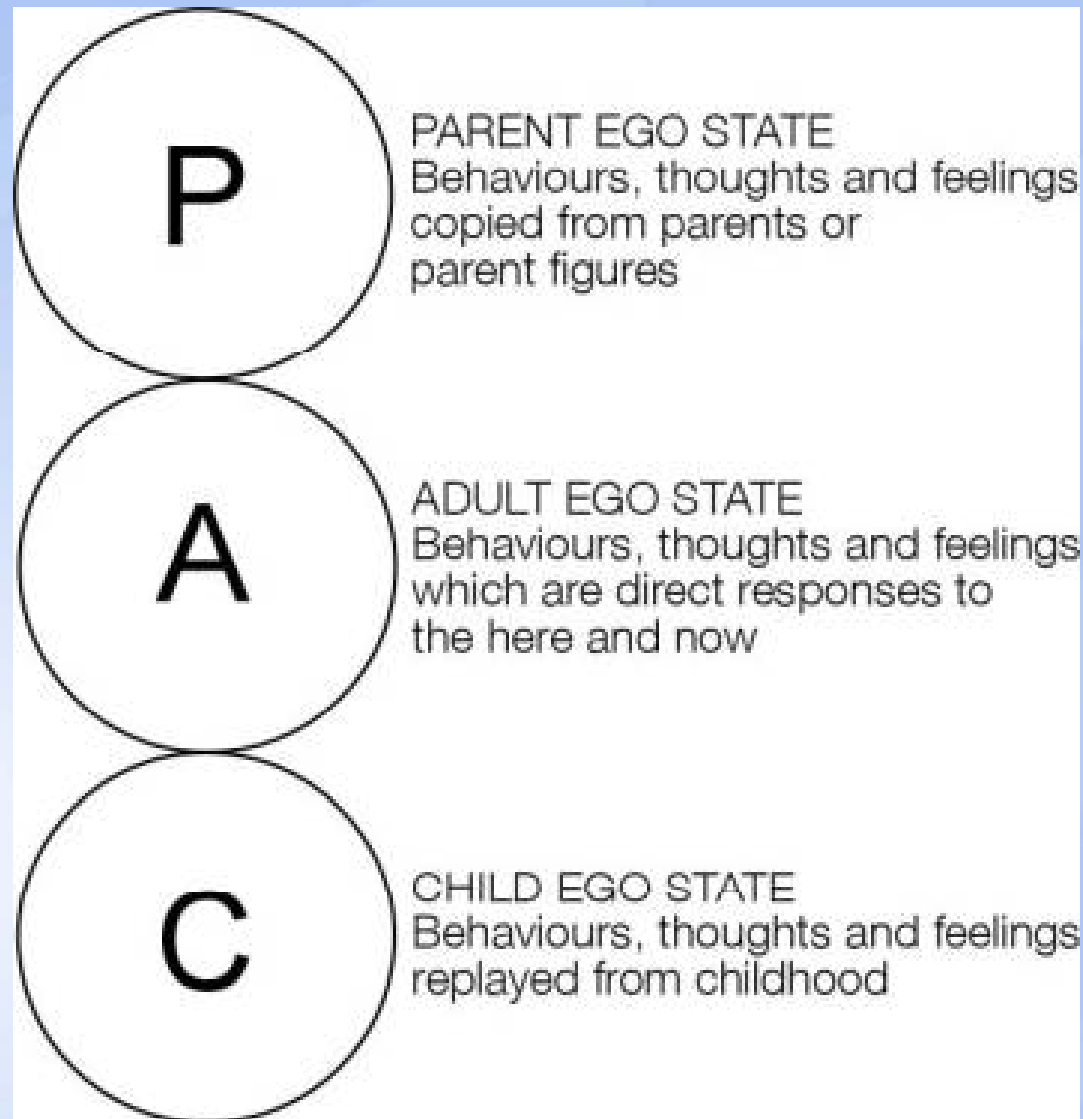
Transactional Analysis (TA).

Transactional Analysis is a social psychology and a method to improve communication.

The theory outlines how we have developed and treat ourselves, how we relate and communicate with others



# Transactional Analysis - Theory



# The Importance of Effective Communication



# What is Communications?



**People Skill**

**Develop Relationships**

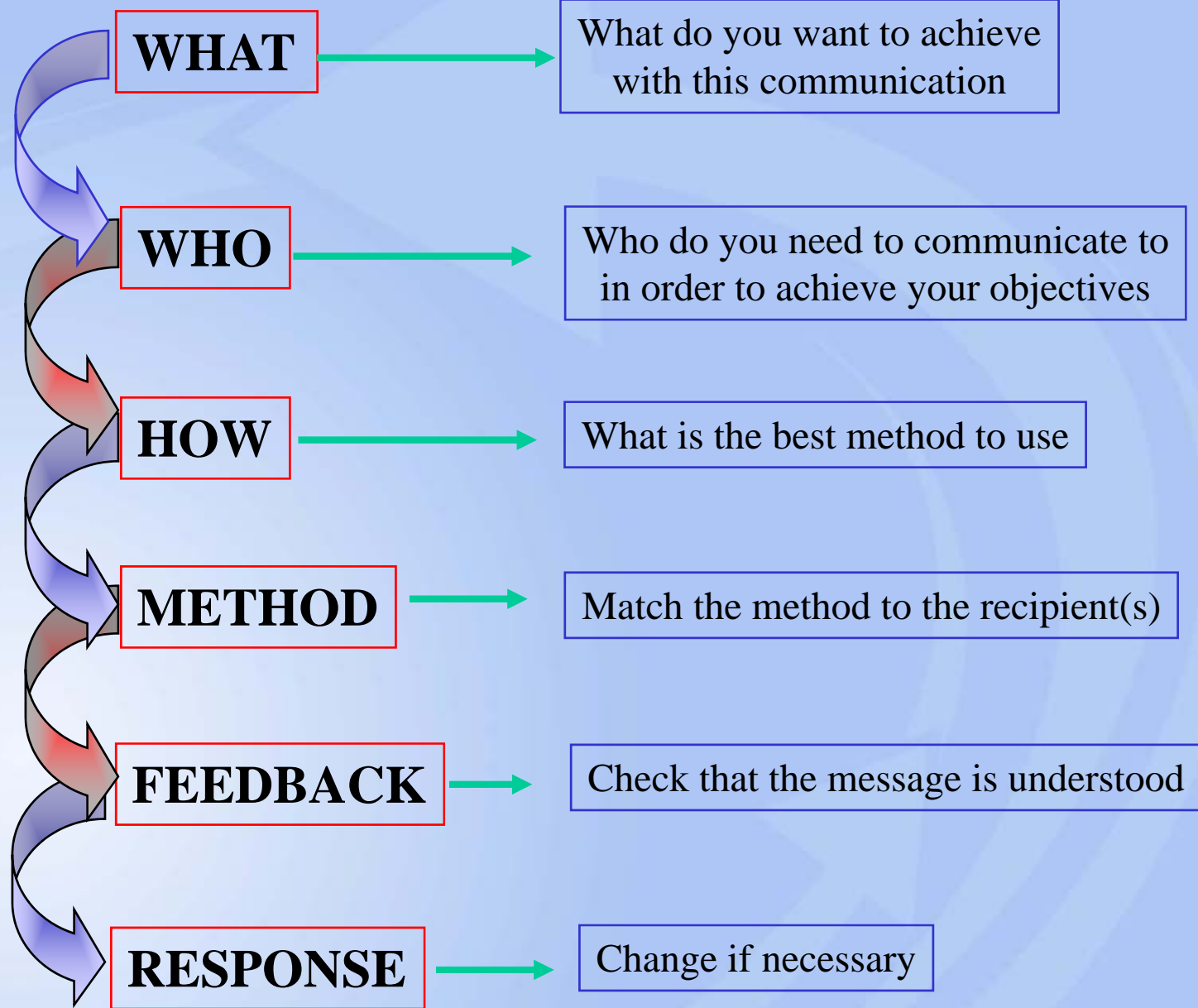
**Exchange/Sharing of Information**

**However:**

**It Cannot be Taken for Granted**

**It is a Core Life Skill**

# Communication Process



# The 6 C's of Communications

- **CLEAR**
- **CONCISE**
- **CONSTRUCTIVE**
- **CORRECT**
- **COMPLETE**
- **CONFIDENT**



# Giving & Receiving Clear Instructions



# Listening Skills



Average Human Can:

**Speak 200 Words per Minute**

**Hear 300 Words per Minute**

**Read Between 400 & 550 Words per Minute**

**Have 1400 Thoughts per Minute**

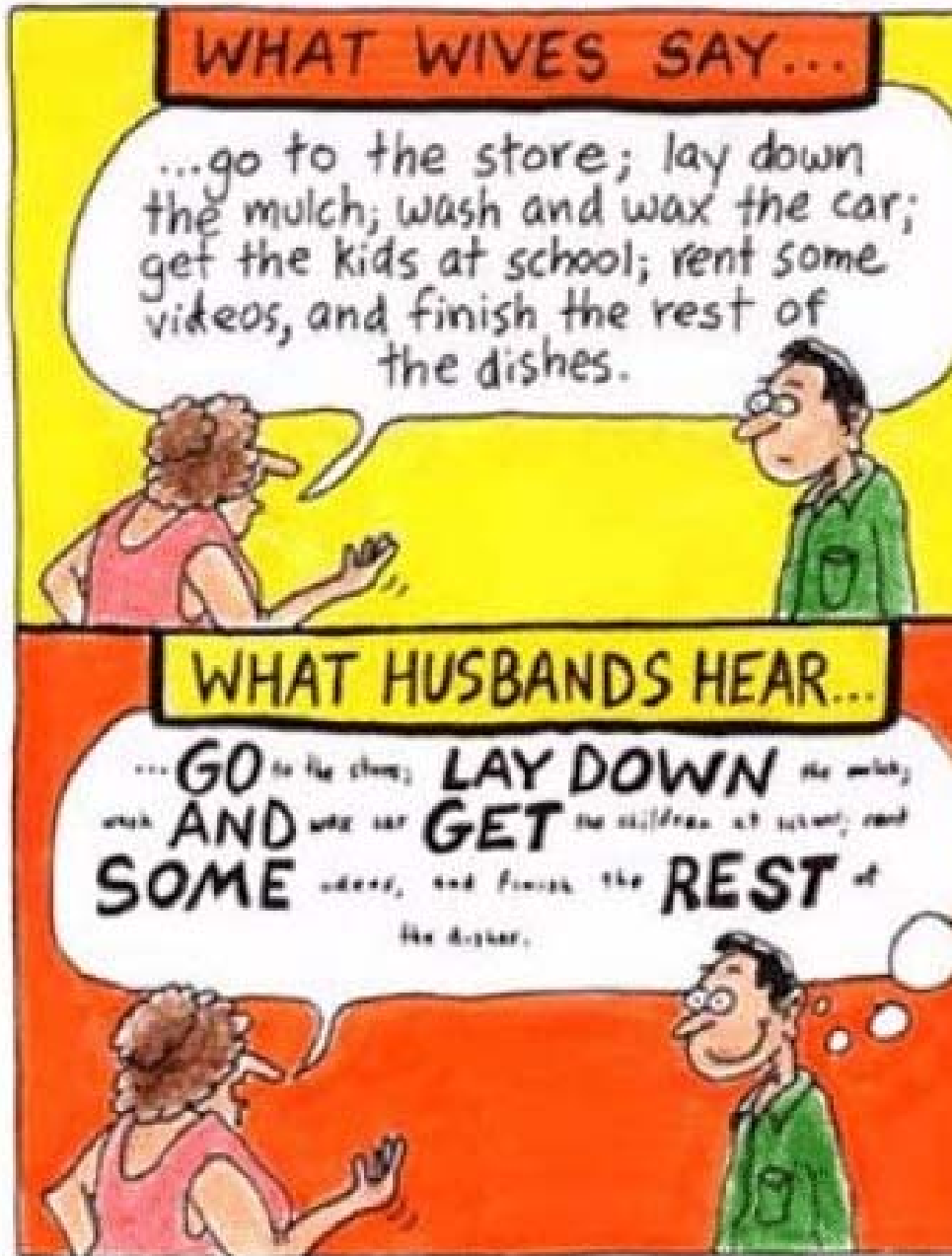
# Action Improvement Plan

**Read through the Evaluation Sheet**

**Select the Areas where you scored lowest**

**Fill in the Action Plan sheet**

**Set yourself a Goal to Improve these Areas over the next 3 to 6 Months**



Helping you make a Difference!

# Dealing with Difficult People



Helping you make a Difference!

# Your Social Styles



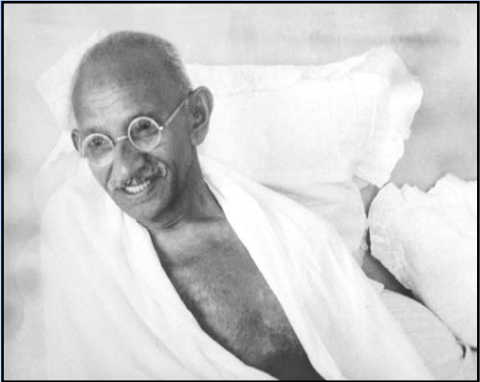
**Helping you make a Difference!**

# Module 5 - Learning Objectives

**By the end of this module, we will:**

- Recognize your primary style of communication**
- Recognize the characteristics of the four communication styles**
- Explain how you can adapt your style to better communicate with other styles**

# Understanding Styles



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# Why Be Concerned with Styles?

- ➡ **Communication style affects our interactions with others**
- ➡ **Knowledge of style helps interpret other's actions**
- ➡ **Understanding styles is at the heart of success and interpersonal effectiveness**



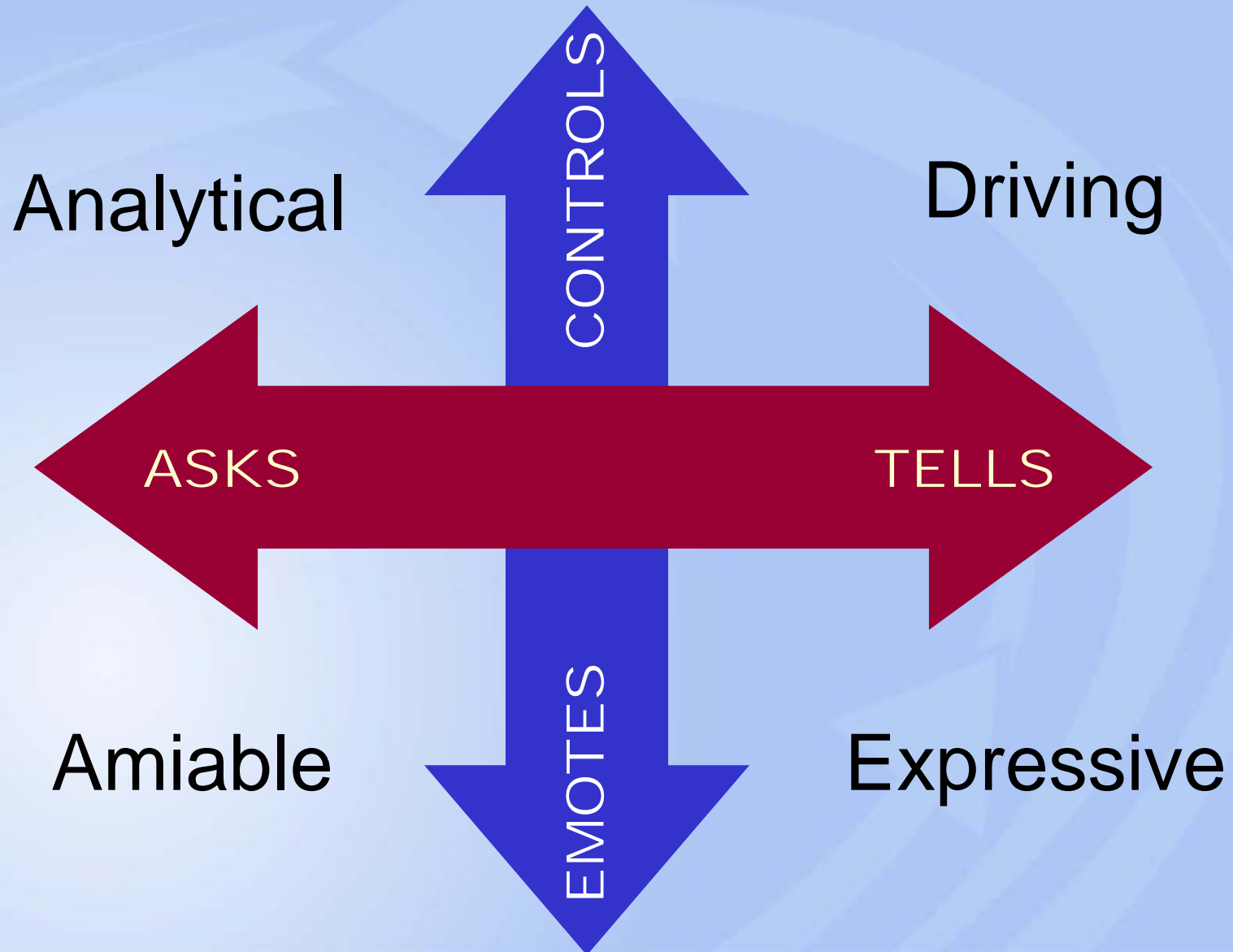
# Social Style

**Complete the Social Style Questionnaire?**



**Helping you make a Difference!**

# Dimensions of Style



# Analytical

- ➡ **Controls / Asks**
- ➡ **Slow action**
- ➡ **Maximum effort to organize**
- ➡ **Minimum concern for relationships**
- ➡ **Historical time frame**
- ➡ **Cautious action**
- ➡ **Tends to avoid personal involvement**

# Driving

- **Controls / Tells**
- **Swift action**
- **Maximum effort to control**
- **Minimum concern for caution in relationships**
- **Present time frame**
- **Direct action**
- **Tends to avoid inaction**

# Amiable

- ➡ **Emotes / Asks**
- ➡ **Rapid action without question**
- ➡ **Maximum effort to involve**
- ➡ **Minimum concern for routine**
- ➡ **Future time frame**
- ➡ **Impulsive action because of direction**
- ➡ **Tends to avoid isolation**

# Expressive

- ➡ **Emotes / Tells**
- ➡ **Unhurried action (Reflection)**
- ➡ **Maximum effort to relate**
- ➡ **Minimum concern for affecting change**
- ➡ **Present time frame**
- ➡ **Supportive action**
- ➡ **Tends to avoid conflict**

# Style Strengths

## Analytical

- ✓ Makes decisions based on facts
- ✓ Asks for specifics
- ✓ Is logical
- ✓ Likes a task-orientation
- ✓ Stays calm, rationale
- ✓ Is disciplined with time

## Driving

- ✓ Works independently
- ✓ Takes charge
- ✓ Likes control
- ✓ Gets results
- ✓ Is pragmatic
- ✓ Likes competition

## Amiable

- ✓ Listens actively
- ✓ Works well with others
- ✓ Considers others feelings
- ✓ Is patient
- ✓ Values personal relationships
- ✓ Has good counseling skills

## Expressive

- ✓ Generates excitement
- ✓ Is outgoing
- ✓ Gets caught up in dreams
- ✓ Is spontaneous
- ✓ Seeks personal recognition
- ✓ Has good persuasive skills

# Potential Style Trouble Spots

## Analytical

- ✓ Spends too much time making decisions
- ✓ Can seem impersonal
- ✓ Puts right vs. wrong ahead of feelings
- ✓ Avoids taking risks

## Driving

- ✓ Puts result ahead of feelings
- ✓ Is in too much of a hurry
- ✓ Personal reasons unclear
- ✓ Overly competitive

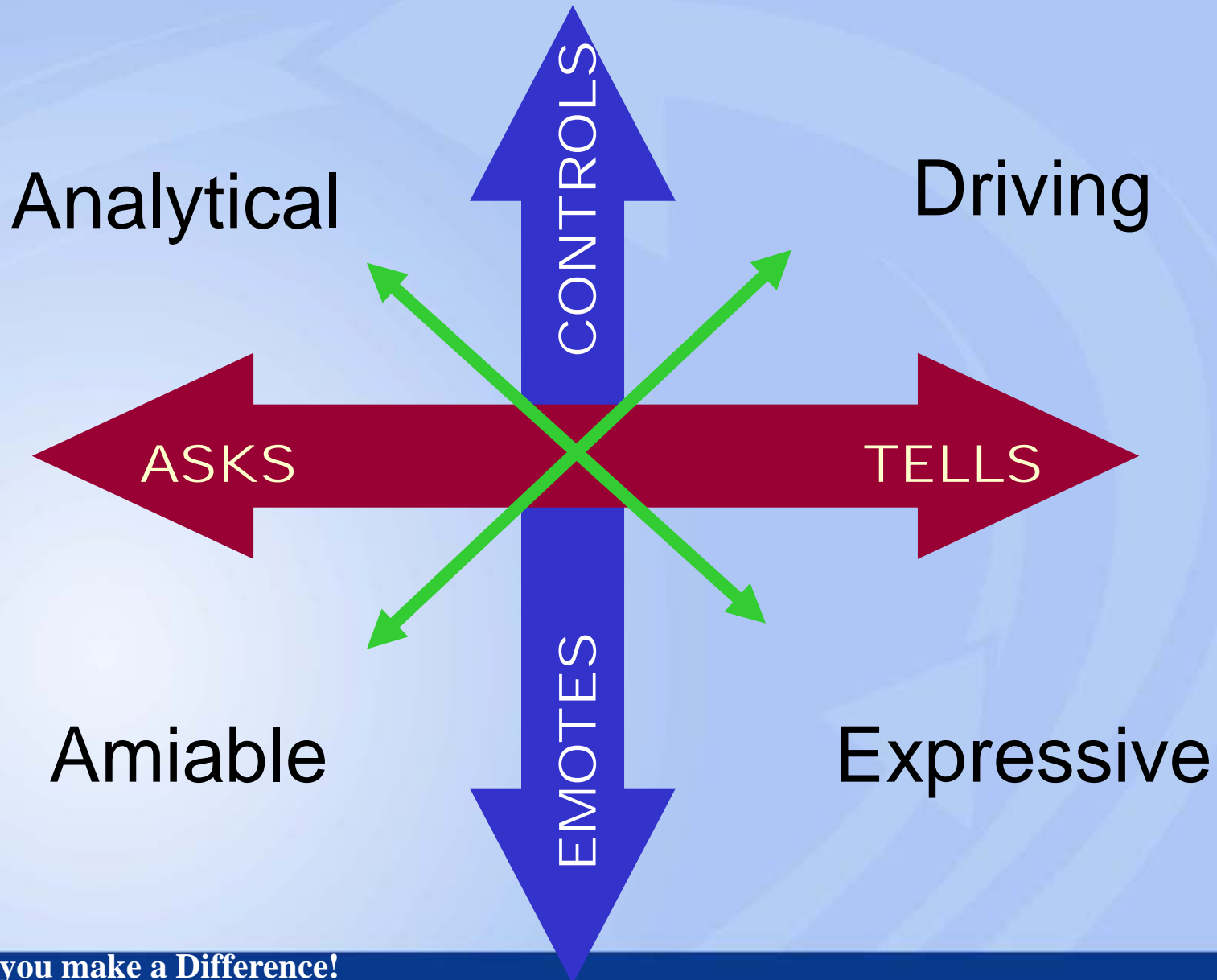
## Amiable

- ✓ Others take advantage of loyalty
- ✓ Won't push for what he/she wants
- ✓ Trusts others who may not deserve trust
- ✓ Is afraid to change what is comfortable

## Expressive

- ✓ Is blindly enthusiastic
- ✓ Tends to exaggerate
- ✓ Doesn't actively listen
- ✓ Is undisciplined with use of time

# Interacting with Different Styles



# Key Reminders

- **There is no “best” communication style**
- **Your communication style is not your whole personality**
- **Your communication style profile presents a theme in your behavior**
- **Our challenge is to take the initiative to establish & build effective relationships**



**Thank you for your  
Co-operation**

# **MBW Training**

**ISC – Transactional Communications**

*Martin Whyte*

