

Communication Styles



Professional
Development for:



Presented by:
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CLARITY CENTRAL®

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It's Not What's Said; It's What's Heard

OVERVIEW

Communication styles are a vital piece of communication because they influence the power of both the intent and the impact of a message. While it is important to learn your own style, it is critical to be able to identify and understand the communication styles of others so you can adapt accordingly.

Knowledge of how the communication process actually works in terms of what's being said and what's being heard are the keys to communication effectiveness. Combining the different styles while staying within your authentic boundaries is what it takes to be an effective communicator today.

LEARNING OBJECTIVES

- ***Appreciate your opposite style and navigate personality differences***
- ***Create an environment for meaningful and effective communication***
- ***Become adaptable without compromising your authentic style***

Scott Nelson is a leadership coach, communications trainer and senior partner at Clarity Central. He is an instructor for the Executive Education programs at U of M Carlson School of Management, University of St. Thomas, and St. Cloud State University. Previously, he was a conflict resolution mediator at Mayo Clinic.

Scott started his career as a sales manager while also training and speaking on the topic of influential communication. He is also a firefighter with Excelsior Fire District and a leadership development instructor for the Minnesota Board of Firefighter Training and Education.

Scott's experience involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds including Maasai tribes in Tanzania, executives in corporations, and leaders in health care, non-profits, schools, local and federal government.



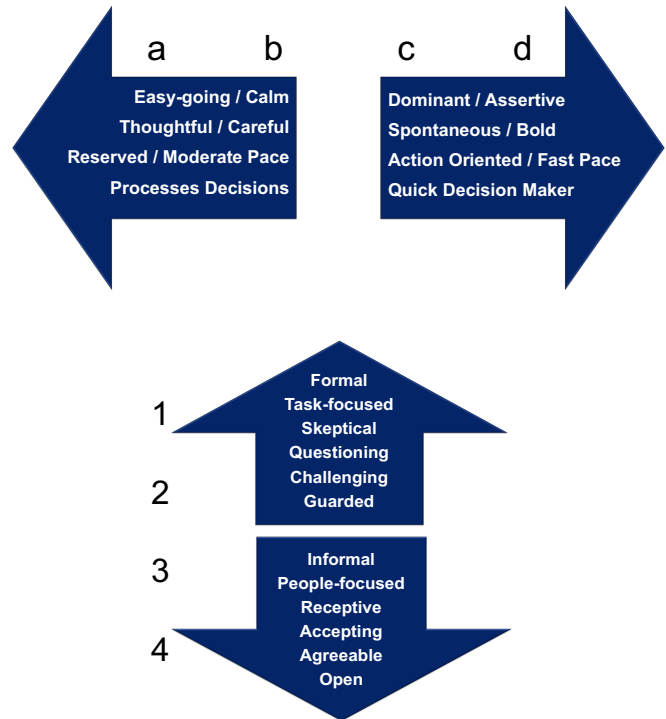
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Self-assessment

	a	b	c	d
1				
2				
3				
4				

“If you don’t know what an extrovert is thinking, you haven’t been listening. If you don’t know what an introvert is thinking you haven’t asked.”
 - Isabel Briggs Myers

Communication Styles



What is one thing you personally can do to communicate more effectively with the **Direct style**? _____

What is one thing you personally can do to communicate more effectively with the **Expressive style**? _____

What is one thing you personally can do to communicate more effectively with the **Amiable style**? _____

What is one thing you personally can do to communicate more effectively with the **Analytical style**? _____

Communication Styles

"The single biggest problem in communication is the illusion that it has taken place." - George Bernard Shaw

	<u>Direct</u>	<u>Expressive</u>	<u>Amiable</u>	<u>Analytical</u>
Identity	Forthright Confident	Enthusiastic Interactive	Compassionate Sincere	Conscientious Specific
Communication Roles	Competitor Implementer Conductor Producer Initiator Commander Doer	Promoter Persuader Socializer Influencer Risk Taker Adventurer Enthusiast	Supporter Relator Counselor Caretaker Helper Listener Server	Analyzer Coordinator Thinker Organizer Challenger Investigator Perfectionist
Communication Strengths	Determined Strong-Willed Assertive Ambitious Focused Competitive Commanding Authoritative Results Oriented Driven Decisive Brief	Adventuresome Inspirational Charming Outgoing Humorous Cheerful Independent Optimistic Spontaneous Sociable Persuasive Dynamic	Supportive Cordial Agreeable Accepting Encouraging Personable Thoughtful Sensitive Tolerant Considerate Caring Patient	Systematic Logical Scientific Methodical Meticulous Diagnostic Cautious Detailed Precise Thorough Accurate Conservative
Can Be Perceived By Others As	Demanding Controlling Insensitive Impersonal	Insincere Cluttered Scattered No Follow Through	Weak Wishy-washy Smothering Too Accepting	Indecisive Critical Boring Too Picky
What They Do	Solve Problems Make Decisions Delegate Initiate	Gesture Imagine Talk Risk	Listen Empathize Take Time Feel	Analyze Process Organize Clarify
What They Value	Productivity Results	Enthusiasm People	Relationships Quality Time	Accuracy Security
What They Want	To Be In Action To Get Things Done	Variety Flexibility	To Be Liked To Be Understood	To Be Correct Time To Prepare
What They Dislike	Inefficiency Indecision	Structure Routine	Insensitivity Conflict	Surprises Unpredictability
What They Fear	Loss of Control	Lack of Freedom	Confrontation	Unknowns
Best Way To Communicate With Them	Cover High Points Focus on Results Speak Directly Be Brief	Give Recognition Show Enthusiasm Be Talkative Be Open	Be Present Be Curious Be Patient Relaxed Pace	Inform Listen to Details Discuss Facts Clarify