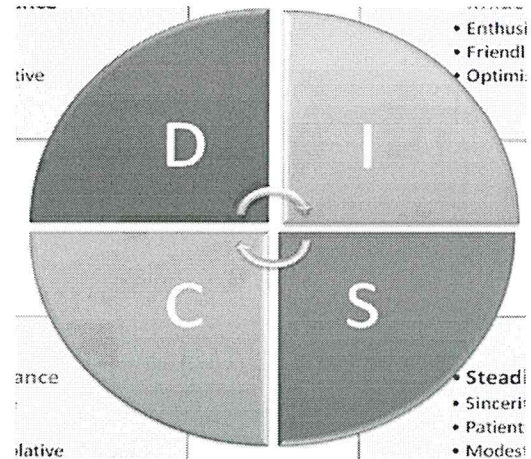
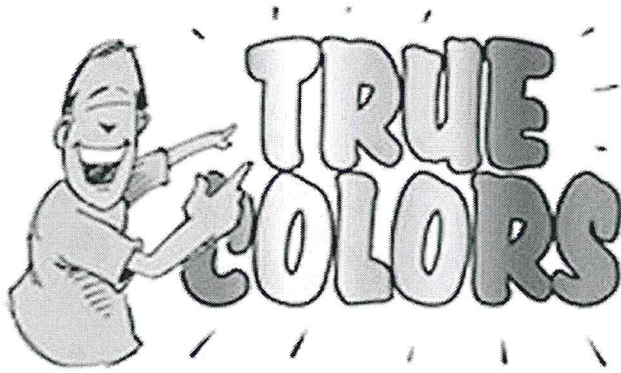


Communication



Communication and Behavior



Strengths

Weaknesses
Motivations

Misunderstandings
Irritations

1st Self Awareness

The strengths/weaknesses of your coaching style.
Why do you act and behave the way you do?

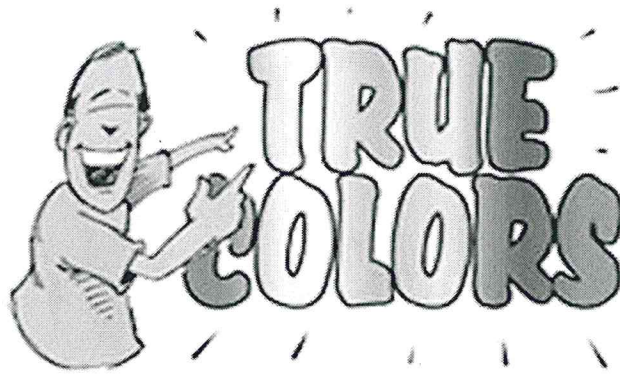
2nd Understanding

Your players, staff and team dynamic.
Valuable insight into WHY people behave as they do.

<http://www.positivelymary.com>

<http://www.athleteassessments.com>





- Read over the cards
- Put them in the order of what is most like you to least like you
 - ◆ Your Color's Motto is....
 - ◆ List traits of your color
 - ◆ What is misunderstood about your color?
 - ◆ How do you perceive the other colors?

Blue Communication

Traits:

- Empathetic
- Peacemakers-keep the harmony
- Friendly
- Caretakers
- Passionate
- Cause-oriented
- True romantics
- Need to feel special
- Strong sense of spirituality
- Cooperative versus competitive
- Expressive with emotion

How to communicate with a "Blue" personality:

- Acknowledge them
- Show appreciation
- Include them
- Have patience
- Don't "bark" orders

CORE VALUE: Relationships True Blue friends

A Blues world revolves around people, relationships, and fostering growth in themselves and others. When speaking, they first focus their attention on establishing a relationship or reconnecting with the person. The information they wish to convey is woven into this relationship-building endeavor.



Orange Communication

Traits:

- Energetic
- Playful
- Just do it-Live in the now!
- Master negotiator-pushes boundaries
- Naturally entertaining
- Thrives on competition
- Impulsive & spontaneous
- Fast paced
- Straightforward
- Active
- Mobile
- Involved

How to communicate with an "Orange" personality:

- Use "sound bites"
- Move with them while they multi-task
- Appreciate their flair
- Allow options and flexibility
- Lighten up

CORE VALUE: Freedom

Have to feel like they have options and flexibility.

Oranges want to share their opinion the minute it hits their mind. Interested in taking action and being expedient, they may skip the softeners and go straight for the "punch-line." Comfortable in a non-structured environment.



Gold Communication

Traits:

- Love lists
- Plans ahead
- Respectful
- Appropriate
- Punctual and predictable
- Strong belief in procedure, policies & rules
- Detail oriented
- Sense of duty, loyalty and responsibility
- Conservative and stable
- Structured

How to communicate with a “Gold” personality:

- Be prepared
- Give details
- Stay on target
- Be consistent
- Show respect
- Don’t interrupt
- Recognize their contributions

CORE VALUE: Responsibility
Word is as good as GOLD
Solid GOLD work ethic

Golds are respectful and responsible. They listen for details so they know what their part is. They usually size up a situation for what would be most appropriate before responding.



Green Communication

Traits:

- Logical and objective
- Conceptual
- Questioning WHY constantly
- Critiquing
- Wry sense of humor
- Very complex
- Intellect
- Cool, Calm, Collected-Keep emotions on inside
- Independent and need private time
- Perfectionist
- Approach relationships in a logical manner

How to communicate with a "Green" personality:

- Allow them time to ponder
- Skip the "small talk"
- Avoid redundancy
- Give big picture or point first, then fill in details if asked
- Don't misinterpret their need for info as interrogation

CORE VALUE: Competency

"Deep Thinkers" Keen Green thinking machines.

Greens communicate for the purpose of gaining or sharing information. During a conversation, their attention is usually focused on the matter at hand, not on the relationship. Always are trying to problem solve and figure out a better way to do things.



Communication Style

- Color Lingo communication quiz
- What is your communication style?
 - Gold
 - Blue
 - Orange
 - Green



WHAT'S YOUR COMMUNICATION STYLE?

1. When communicating, I like to:

- a. Take time to relate
- b. Be specific and stay on track
- c. Think before I speak
- d. Be casual, playful

2. My communication approach is usually:

- a. Personal and interactive
- b. Purposeful and Procedural
- c. Objective and Strategic
- d. Active and Straightforward

3. I tend to talk about:

- a. Relationships, people, and higher purpose
- b. Theories, new ideas, and future plans
- c. Adventures, jokes, and accomplishments
- d. The "right" way, what worked before, and details

4. In communication I dislike:

- a. Hesitation
- b. Looking stupid
- c. Nonconformity
- d. Negativity

5. I tend to communicate to:

- a. Gather specifics and fulfill responsibilities
- b. Figure things out and problem solve
- c. Connect with others and make a difference
- d. Make an impact and have fun

6. When people watch me in communication, they would say that I tend to:

- a. Analyze and debate
- b. Refer to rules and follow protocol
- c. Show empathy and appreciation
- d. Make swift decisions and be blunt

7. I feel good about a conversation when it:

- a. Is entertaining, fun, and interactive
- b. Is practical, realistic, and provides a clear plan
- c. Is enhancing and nurturing for people
- d. Can it be expanded and lead to new ideas

8. When communicating with me, I like people to:

- a. Be specific about expectations
- b. Be kind
- c. Skip the small talk
- d. Lighten up and appreciate my flare

9. I would like others to:

- a. Move with me – from subject to subject, room to room, decision to decision...
- b. Not get insulted if I am not fascinated by their interests
- c. Finish their sentence or thought before switching subjects
- d. Meet me on an equal level- don't talk down to or try to manipulate me

10. In a word, my communication could be described as:

- a. Friendly
- b. Appropriate
- c. Logical
- d. Impactful

COLOR LINGO Communication Style Response Key

Mark the letter that corresponds with your response for each question. Count the marks for each column to determine your Top COLOR LINGO communication style. Rank your communication line-up in the blanks below the response key.

Question	Your response:			
1.	a	b	c	d
2.	a	b	c	d
3.	a	d	b	c
4.	d	c	b	a
5.	c	a	b	d
6.	c	b	a	d
7.	c	b	d	a
8.	b	a	c	d
9.	d	c	b	a
10.	a	b	c	d
TOTALS >>				
	BLUE	GOLD	GREEN	ORANGE

Hint: It is likely you will be strongest in one style, however you may be tied or have some aspects of the other styles – do not worry if some of the spectrum blanks below are left empty.

My COLOR LINGO Line-Up:

Top Color Second Color Third Color Last/Least Color

The color in the “Top” position indicates your strongest communication style. If you had a score for a second color, you may naturally switch back and forth between using your top and second color style. If you happen to have a zero score in the “third” or “last” position, these are the communication styles that may pose the most challenges for you.

BLUE Communication

The BLUE Approach – Personal and Interactive

When communicating, Blues like to take time to relate. Often thought of as “good listeners” Blues will try to establish good eye contact, and “be there” for others as a confidant, friend and supporter. Blues feel most comfortable in conversation if they feel they have made a personal connection so they may share personal aspects of their life. They feel extra special or connected if the other person in turn shares something of a similar personal nature with them.

They generally communicate to connect with others. It is in the nature of Blues to speak from the heart, trying to find a common ground to relate to the other person. They tend to be subjective, paying attention to what their emotions are telling them and are most comfortable making decisions and responding to others based on their own intuition. They will try to communicate in a way that fosters cooperation, harmony, team, and togetherness.

Motivations

Blues feel good about a conversation when it is enhancing and nurturing for people. Personal growth and self development are of great interest to Blues who can be an inspirational mentor to others, helping to make a difference in their lives. Generally optimistic and positive, Blues enjoy interactions that feel good for everyone involved. They find conversations that bolsters self esteem or confidence in others especially rewarding.

Blues tend to talk about- relationships and people. They are intrigued by human behavior and interaction, often wondering about a person’s intention for acting a certain way or what the other person is *actually* trying to communicate. Blues will try to read between the lines for deeper meaning. Their conversations are often focused on understanding values and beliefs as well as discovering one’s path or purpose in life.

Frustrations

Blues dislike negativity and will try to avoid conflict. They like to be inclusive and considerate of the feelings of others. They’ll gauge the mood of their listener and can be sensitive to body language that might indicate openness or resistance.

Blues can get upset when they feel someone is barking orders, talk “down to” or trying to manipulate them. Blues prefer others to pause and connect, hear them out, and take into consideration their thoughts and feelings before responding. When it comes to criticism and critique, Blues really need to hear that you value them as a person before you share feedback that suggests areas for improvement.

In a word – Friendly

Blues are commonly approachable and welcome conversation with others. Even when a Blue may be feeling down (or Blue ☺) they may try to keep an inviting smile on their face as to not drag others down. When people watch Blues in communication they would notice that Blues often show empathy and appreciation for others.

When communicating with them, Blues like people to be kind. Blues try to think about how to phrase something so it lands softly with the other person and appreciate it when others do the same for them.

GOLD **Communication**

The Gold Approach – Purposeful and Procedural

When communicating, Golds tend to be goal oriented. Generally they initiate a conversation to get specifics so they can fulfill their responsibilities. They like to communicate things in chronological order, step by step. If you interrupt a Gold while they are explaining something, they are likely to start over from the beginning to make sure they haven't missed a step. In turn Golds like others to finish their sentence or complete their thoughts before switching subjects.

Golds tend to talk about- the, "right way" of doing things. There usually isn't very much room for "in between" with Golds...there is a right way and a wrong way. They also have a tendency to speak in "all or nothing" terminology, using words like "always" or "never", "Have to", "Must", "should" or shouldn't". When people watch Golds in communication they would say that they tend to refer to rules, "What is the procedure for this? What regulation applies? What is the protocol?"

Motivations

Golds feel good about a conversation when it is practical, realistic and concrete. When communicating with them, Golds like people to be specific about expectations. They prefer others to state their reason for communicating "up front" and be clear about what particular actions are to be taken. Golds love to make "to do" lists. They especially appreciate receiving instructions in writing so they can use them as a guideline, refer back to them and (of course) - cross them off their list.

Reverent of lessons learned from history, Golds commonly rely on the past to help them make decisions about the future. They will examine what has worked before and discuss how it applies to the current situation.

Frustrations

In communication, Golds dislike nonconformity and disdain those that disregard authority, try to beat the system, or go around others. They can be strongly opinionated and firm supporters of the organizations for which they work, the communities in which they live, and the nation they serve. If someone opposes the norms of the group, Golds can be steadfast and determined to assist others by pointing out the errors of their ways and redirecting them to established customs.

Golds can get frustrated if they feel they are wasting time chatting or "brainstorming" instead of getting things done. If their second color is Blue, they may join conversations for the pure pleasure of connecting, but more often they are on a mission to get something completed and may find long conversations annoying because they delay them from finishing the task at hand.

In a word – Appropriate

Golds try to use proper language, avoiding slang or politically incorrect wording. When it comes to humor, they will survey a situation before telling a joke to make sure it is suitable for their current audience. Golds endeavor to follow the rules of etiquette and demonstrate good manners.

Overall, Golds prefer expectations to be stated at the beginning of a conversation, like to stay on track, and wish everyone involved would be respectful when responding.

GREEN Communication

The Green Approach – Objective and Strategic

When communicating, Greens tend to reflect upon a conversation before responding. They like to analyze what they have just heard, explore the many ways they could respond and choose the reply that most accurately and pertinently expresses their thoughts on the matter. Their goal is to obtain information so they can figure out, fix, improve, or invent something as a result.

They have a tendency to bypass emotional bonding with others and go straight for the data. This objective information-gathering approach can come across as an interrogation to others and get Greens into communication hot water with those seeking to receive an emotional connection first. When people watch Greens in communication they would notice that Greens seem to go into auto-analyze mode: Were the words used accurately? Is the statement true? Can I find exceptions? How could I improve upon what was said? Are there important ideas to explore here? What is the logic behind this idea and where is the data? Can I solve this problem?

Motivations

Greens like to talk about - theories, new ideas, future plans... Their conversations can be expansive and global, envisioning new frontiers and possibilities. Other times they can get excited describing every aspect and detail of a theory or project that they are working on. They may debate with the other person if they think the data does not support the statement, and they think it is a point worth arguing. Greens feel good about a conversation when it can be expanded and lead to new ideas.

In group conversations, Greens appreciate having time to think before they speak. They might be viewed as the silent type, but rest assured in their heads is a very active internal world of new ideas, possibilities and thoughts.

Frustrations

In communication Greens dislike looking stupid. They strive to be competent in their endeavors and will gather data, examine the possible objections and pitfalls, perhaps make prototypes, test theories and choose precise wording before presenting their ideas. They'd rather say nothing than to say something wrong.

When communicating with them, Greens like people to skip the small talk. If the Green has known the other person for a while or works with them on a daily basis, they usually prefer a simple greeting such as a nod or quick hello to a personal conversation before getting to the purpose for the communication. Greens wish others would not get insulted if they are not fascinated by their interests.

In a word – Objective

In one word, the communication style of Greens could be described as objective. They use wording such as "I think" much more often than "I feel". They are most comfortable when in control of their emotions and don't usually show their feelings readily. Unless extremely extroverted, Greens usually have rather contained body language that may be hard to read. They typically talk more about ideas, information and strategies than relationships and personal matters.

ORANGE Communication

The Orange Approach – Active and Straightforward

When communicating, Oranges tend to be direct, yet playful. They like to get to the point quickly and keep moving from there. Having a propensity for taking risks, trouble-shooting and seizing opportunities, Oranges tend to make swift decisions. They sum up a situation in an instant, identify an expedient solution and want to implement it immediately. However, Oranges are likely to ditch their earlier decision if a greater opportunity or more thrilling option appears.

Attracted by variety, new experiences and fun, they tend to talk about adventures, tell jokes, and share (or brag about) their accomplishments along the way. Most Oranges rather enjoy the spotlight and the attention they attract when expressing themselves. Oranges are also notorious for moving around during conversation. They may pace, play with a rubberband, doodle or even text on their cell phone while “listening” to others.

Motivations

Oranges feel good about a conversation when it is entertaining, fun and interactive. Oranges can rarely sit on the sidelines of a discussion without getting bored. They either need to be amused and captivated by the person speaking or get involved themselves. When communicating with Oranges, they want people to appreciate their flare. Oranges can be boisterous, intense and prone to exaggerate. Whether they are familiar with the topic being discussed or not, they often come across confidently and persuasively. It is a relief to Oranges when others can understand their gusto and value their enthusiasm.

In an ideal world, Oranges would like others to move with them – from subject to subject, room to room, decision to decision... Oranges enjoy options, excitement and physical activity. Put it all together and you have a natural multi-tasker. Most individuals have become accustomed to having “good” eye contact during communication and can find it rude when they don’t have it. You may just accomplish more by having a conversation with them during a racquet ball game than if you demanded that they sit still and give you their “full attention”.

Frustrations

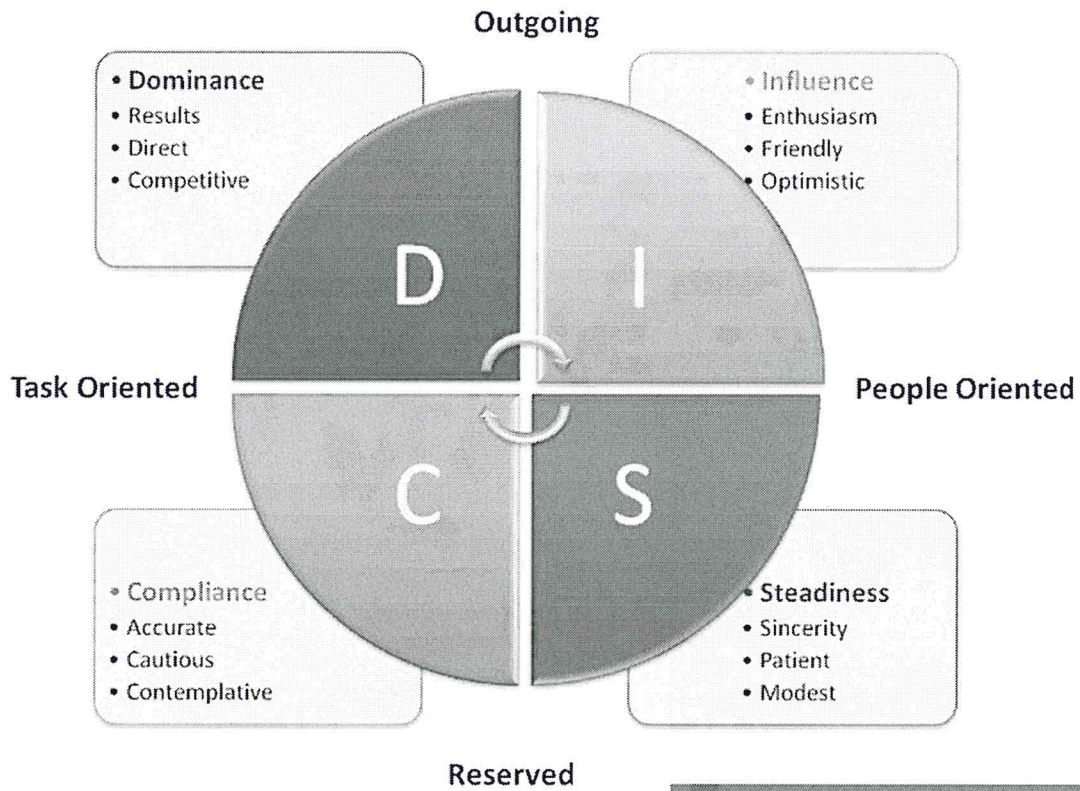
Oranges can find protocol and etiquette cumbersome and want others to just “lighten up.” They get frustrated when their playful approach is interpreted as careless and wish others could understand their intent is to have everyone enjoy the process, no matter how tough the task.

In communication Oranges dislike hesitation. They want action...and they want it now. If someone pauses during conversation, Oranges may perceive it as an opportunity to switch subjects, add their comments or spice things up a bit. Even a slow paced interaction can seem like slow death to an Orange who wants to “get the show on the road.”

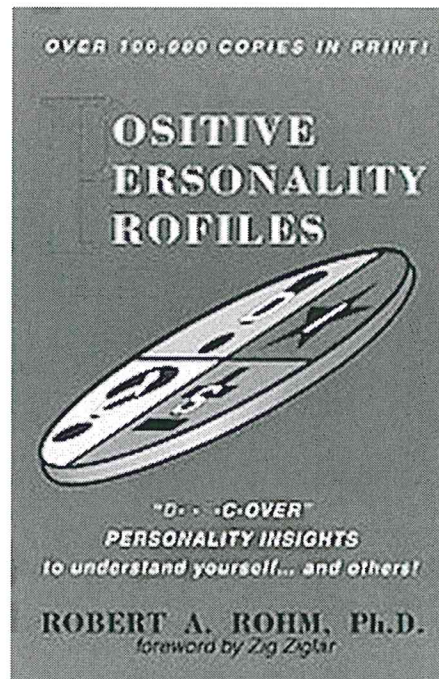
In a word – Impactful

Oranges like to communicate to have fun and make an impact. Whether this impact is to accomplish a goal or to entertain, Oranges like to punctuate their communication and engage others. From the shock of using colorful language to springing a surprise ending to a story, Oranges often use large gestures and animated facial expressions to get their point across.

DISC Behavior Model



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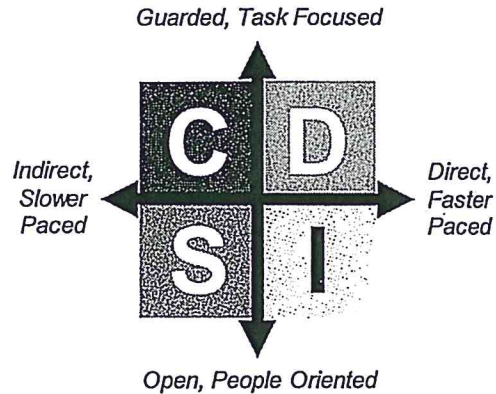
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ATHLETE ASSESSMENTS' DISC MODEL

The Athlete Assessments' DISC model measures four areas of behavior: Dominance, Influence, Steadiness and Conscientiousness.

To identify the DISC styles of other people:

1. Are they more direct and faster paced or indirect and slower paced?
2. Are they more guarded and task focused or open and people oriented?



STYLE	D HIGH DOMINANCE	I HIGH INFLUENCE	S HIGH STEADINESS	C HIGH CONSCIENTIOUS
PACE	Fast/Decisive	Fast/Spontaneous	Slower/Relaxed	Slower/Systematic
PRIORITY	Goal	People	Relationship	Task
MOTIVATED BY	Results Control	Participation Praise and encouragement	Acceptance Security	Accuracy Precision
STRENGTHS	Challenges Leadership Setting and driving high standards	Persuading Motivating Entertaining High energy	Listening Teamwork Follow-through Supporting others	Following the rules Logistics Planning, creating systems and structures
GROWTH AREAS	Impatient Insensitive to others Poor listener	Inattentive to detail Short attention span Low follow-through	Oversensitive Slow to begin Lacks global perspective	Perfectionists Critical Unresponsive
FEARS	Not having control Having to completely trust others	Loss of social recognition	Sudden changes Instability	Personal criticism of their performance or technique
IRRITATIONS	Inefficiency Indecision	Routines Complexity	Insensitivity Impatience	Disorganization Informality
UNDER STRESS MAY BECOME	Dictatorial Critical	Sarcastic Superficial	Passive Indecisive	Withdrawn Stubborn
GAINS SECURITY THROUGH	Control Leadership	Recognition Others' approval	Friendship Cooperation	Preparation Thoroughness
MEASURES PERSONAL WORTH BY	Impact or results Track record and progress	Acknowledgments Applause Compliments	Depth of contribution Compatibility with others	Precision Accuracy Quality of results
IDEAL SPORTING ENVIRONMENT	Efficient Busy, fast paced Structured	Interacting Busy, big picture Personal	Friendly Functional Personal	Formal procedures Detailed Structured



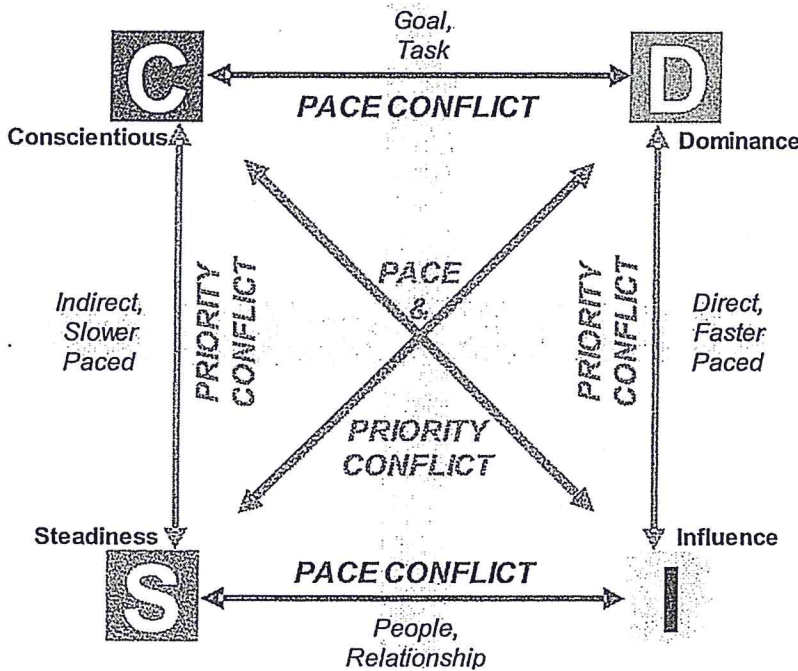
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COACHING AND WORKING WITH DIFFERENT DISC STYLES

STYLE	D HIGH DOMINANCE	I HIGH INFLUENCE	S HIGH STEADINESS	C HIGH CONSCIENTIOUS
KEY COACHING SUGGESTIONS	Acknowledge their leadership drive Help them to focus on what they can and cannot control Talk about results and the process to achieve them	Encourage their positivity and motivational ability Give praise Provide variety One thing at a time Help to narrow their focus as required	Recognize their team work & persistence Ask for their input Encourage to take risks and deal with change Support to expand their comfort zone	Give them a role to utilize their accuracy and planning ability Provide a structure Keep the results and outcome in mind Help them to try new ways
HOW BEST TO COMMUNICATE WITH	Be faster paced and decisive Be to the point Be confident in your approach Focus on the technical aspects	Be enthusiastic and big picture focused Ask them questions Allow them to communicate Have some fun Be complimentary	Have a relaxed pace Be warm & friendly Be patient, sincere and functional	Be well prepared, precise and thorough Provide tangible evidence and facts Provide extra time to answer their questions
AVOID BEING	Wasting their time Inefficient, indecisive and disorganized	Providing too much information Following the same routine all the time	Insensitive, impatient, or impersonal A poor listener	Disorganized Too critical of their efforts and execution

ATHLETE ASSESSMENTS' DISC TENSION MODEL



Conflict can occur between people of different styles due to their conflicting priorities and/or pace.

For example: Take a relationship with a Dominance Style and an Influence Style (D-I). Both are relatively fast-paced behavioral types. Yet the Influence Style places more emphasis on people than on goals, while the Dominance Style tends to pursue goals with less concern for relationships or feelings. Some degree of tension is likely to result in their interaction due to their difference in priority.

The colored arrows show potential tensions.