



SkillsUSA®

CHARGE

A SKILLSUSA CHAPTER OFFICER VIDEO SERIES

ACTIVITY GUIDE

EP 5: Personal Communication Styles

Communication Skills

Anthony Robbins says that “the way we communicate with others and with ourselves ultimately determines the quality of our lives.” If we communicate successfully with our chapter members, we will set our chapter up for success. Let’s explore four communication skills.

Oral Communication

Think about a time when you listened to a motivational speaker. What are three things you noticed that they did to successfully communicate with their audience?

- 1.
- 2.
- 3.

When speaking to your chapter, use a clear voice, know what you are going to say, and engage members.

Nonverbal Communication

As leaders of your SkillsUSA chapter your chapter, members will look to you for your opinion on and attitude toward a number of topics. Your body language and posture can communicate how you feel, so it is important to exhibit positive nonverbal communication.

List two negative nonverbal communication postures or expressions:

- 1.
- 2.

Work to avoid these types of postures or expressions as chapter officers.

List three positive nonverbal communication postures or expressions:

- 1.
- 2.
- 3.

These postures or expressions help build positive relationships in which members trust chapter officers to listen and not judge their thoughts and ideas.

Listening

Chapter members will share their ideas and thoughts with you as they work toward chapter goals and their own. High-quality chapter officers listen to their chapter members and are attentive to what the chapter members communicate.

Think of a time when you did not feel heard or when the person you were trying to communicate with did not pay attention to what you were saying. Write three adjectives describing how this made you feel. If you cannot recall a time, then imagine how this scenario would make you feel.

- 1.
- 2.
- 3.

Now, think of what it feels like to have your ideas heard and understood. How does it make you feel when someone has a full and accurate understanding of your point of view and ideas? Write three adjectives describing how this makes you feel.

- 1.
- 2.
- 3.

Written Communication

Written communication is a necessary tool for chapter officers to send reminders, informational flyers, and meeting announcements to chapter members. To successfully communicate through writing, use clear language with correct punctuation and grammar.

What are some forms of written communication you can use with or create for your chapter? Consider how social media is also a form of written communication. Write down five forms of written communication below:

- 1.
- 2.
- 3.
- 4.
- 5.

Personal Communication Style

We have identified four communication skills. Let's now discover our own personal communication style.

Describe your personality in five words:

- 1.
- 2.
- 3.
- 4.
- 5.

Our personalities can be displayed through the ways we communicate with others. Read about each personal communication style below and determine on the scale what method you are most comfortable with.

Circle the number that represents how well each communication style describes you:

1 = Does Not Describe You

2 = Somewhat Describes You

3 = Very Much Describes You

Dominant Communication Style

If you use a dominant communication style, you probably like challenges, enjoy leading conversations, and are good at handling problems and conflict. Communicators using this style rely on the use of body language including strong eye contact, and they are often perceived by others as possessing high levels of self-confidence.

1 2 3

Relaxed Communication Style

If you use a relaxed communication style, you likely appear calm when interacting with others, even in high-stress situations. Your body language is relaxed in these situations, which make those around you feel comfortable. You do not appear nervous to others.

1 2 3

Attentive Communication Style

If you use an attentive communication style, you are probably a good listener and let others know they are being heard. You make strong eye contact with others and you nod to let others know you are listening to what they're saying. Communicators using this style are often regarded as empathetic and are excellent at interpreting what others are saying.

1 2 3

Friendly Communication Style

If you use a friendly communication style, you likely have a positive effect on others. People seek to interact with you because you have a positive effect on them. Communicators using this style use both body language and verbal communication to show they recognize the value of others.

1 2 3

Which communication style best represents you?

Which communication style least represents you?

If you were not comfortable with any of the four suggested communication styles, write below a few descriptors of your communication style.

Practice using effective communication in a style that fits your personality!