



Leveraging Your Communication Style: Enhance Relationships, Build Bridges, & Reduce Conflict

John Jackson, Lorraine Bosse-Smith

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Ever try to explain something to a person who doesn't understand your language? You can talk louder, but it won't help! The same is true of communicating with someone of a different communication style--we must change our approach if our message is to be understood. Consider this book your dictionary for deciphering such communication gaps as:

Why does my project manager give me so much more detail than I need?

Why does my uncle take everything so personally?

Why does this person buy into my presentation when that one doesn't?

Use Jackson and Bosse-Smith's unique assessment tool to identify your communication style--Assertive, Animated, Attentive, or Accurate—and learn signals for identifying others' styles. By understanding your own style and that of your colleagues, clients, family members, and friends, you can tailor your approach and content to communicate your ideas more effectively, improving both your relationships with others and your professional success.

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