

Emotional Intelligence Education Program

Flexibility - Adapting your Communication Style



Land Acknowledgement



We recognize with humility and gratitude that Canada is located in the traditional, historical and ceded and unceded Lands of First Nation, Inuit and Metis Peoples. On behalf of us all, we acknowledge and pay respect to the Indigenous peoples past, present and future who continue to work, educate and contribute to the strength of this country.

Notes to Make Your **Experience** **Engaging** and **Enjoyable**

- Microphones are muted for this Emotional Intelligence Webinar so...
 - Please use the **CHAT function** if you are having **technical difficulties**.
 - Please use the **Q&A function** to pose **questions** and to share your **insights or comments**.
 - This session is being recorded and will be posted on the **CHCA Learning Center** website next week.

Manage Emotions and Flexibility

Emotional Intelligence Education Program

Flexibility - Adapting your Communication Style



Objectives for the Flexibility webinar:

- What is flexibility
- Benefits of being flexible
 - Describe 3 types of flexibility
 - The importance of adapting
 - Introduction to the 4 DISC behaviour types

What did you “**Practice with Intent**” to develop your **Empathy**.

- Recognized the different between feelings of sympathy and empathy.
- Used “You” statements to express empathy.
- Became aware of the when I was using
 - **Cognitive empathy** (ability to understand what another person might be thinking or feeling).
 - **Emotional empathy** (ability to understand and share the feelings of another person)
 - **Compassionate empathy** (showing concern for another person and taking steps to support them)
- Practiced Mindful Listening.
- Practiced Reframing for myself and with others.
- Used the Head Heart Hands lens to better understand patients’ and caregivers’ experiences (what they think, feel and do) as they go through the emotional cycles of change.

The Oak and the Willow



What is Flexibility?

- Ability to adjust to unfamiliar, unpredictable and dynamic circumstances
- Being flexible involves changes to the way we think, work and behave.
- Understand and appreciate different and opposing perspectives on an issue
- Adapt our approach as the requirements of a situation change
- Easily accept changes in our own organization or job requirements.

Benefits of being flexible

- Easily response to change and manage the unexpected
- Improve relationship
- Better decision-making
- Manage stress and release tension
- More resilient



3.1: Gumby Flexibility Assessment

Always = 5 Frequently = 4 Sometimes = 3 Seldom = 2 Never = 1	Score
1. I have emerged stronger and have learned personal strategies to deal with change because of the changes in my life.	
2. I can organize my surroundings and prioritize tasks, even in stressful times.	
3. I can find and mobilize necessary resources in a crisis or new situation.	
4. I can usually think of several alternatives to solving a problem.	
5. When experiencing stress in one area of life, I can contain it within that area.	
6. I believe that I always have options and choices, even in difficult situations.	
7. I generally approach life as an optimist.	
8. I have a sense of humour. I can find things to laugh about even in dark times.	
9. I understand there is growth in the new experiences and enjoy learning from them.	
10. I expect life to have ups and downs and not always go as I would like it to.	
11. I do not spend time worrying about things that are out of my control.	

3 TYPES OF **FLEXIBILITY**

That Help You Adapt To Change



COGNITIVE

Use different thinking strategies and mental frameworks



EMOTIONAL

Vary one's approach to dealing with emotions and those of others



DISPOSITIONAL

Remain optimistic and, at the same time, realistic

Ways to Increase your Flexibility

Be open-minded

- Flexible people are open to and tolerant of different ideas, orientations and ways of doing things
 - Use mindful listening to identify a number of possible solutions when faced with problems

Be objective

- Flexible people see where problems exist and perceive new opportunities
 - Do reality checks and recognize when emotions or personal bias get in the way of objectivity

Stay calm

- Flexible people can remain calm when dealing with multiple demands and rapid change
 - Practice self-awareness, be mindful and know your emotional triggers

Reframe

- Flexible people look for opportunities and solutions
 - Look at problems or situations differently and in a more positive light

What is Adapting?

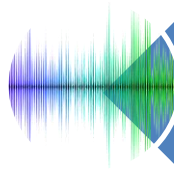
- Adaptability is the action of modifying or changing ourselves to deal with new environments
- Being opened to new ideas, comfortable with change
- Adapting how we communicate with others



Adapting the words we use so the other person will understand



Being aware of and adapting our body language



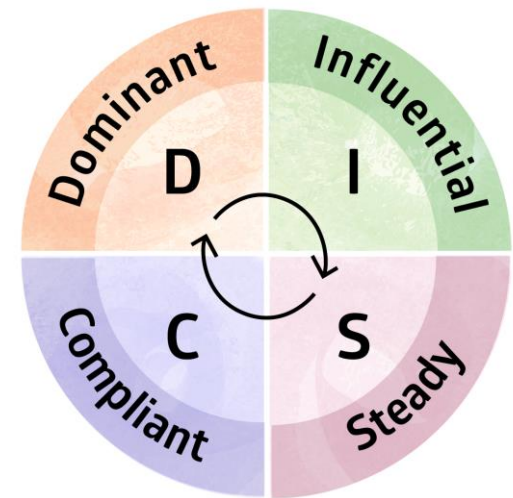
Adapting our tone to fit the situation

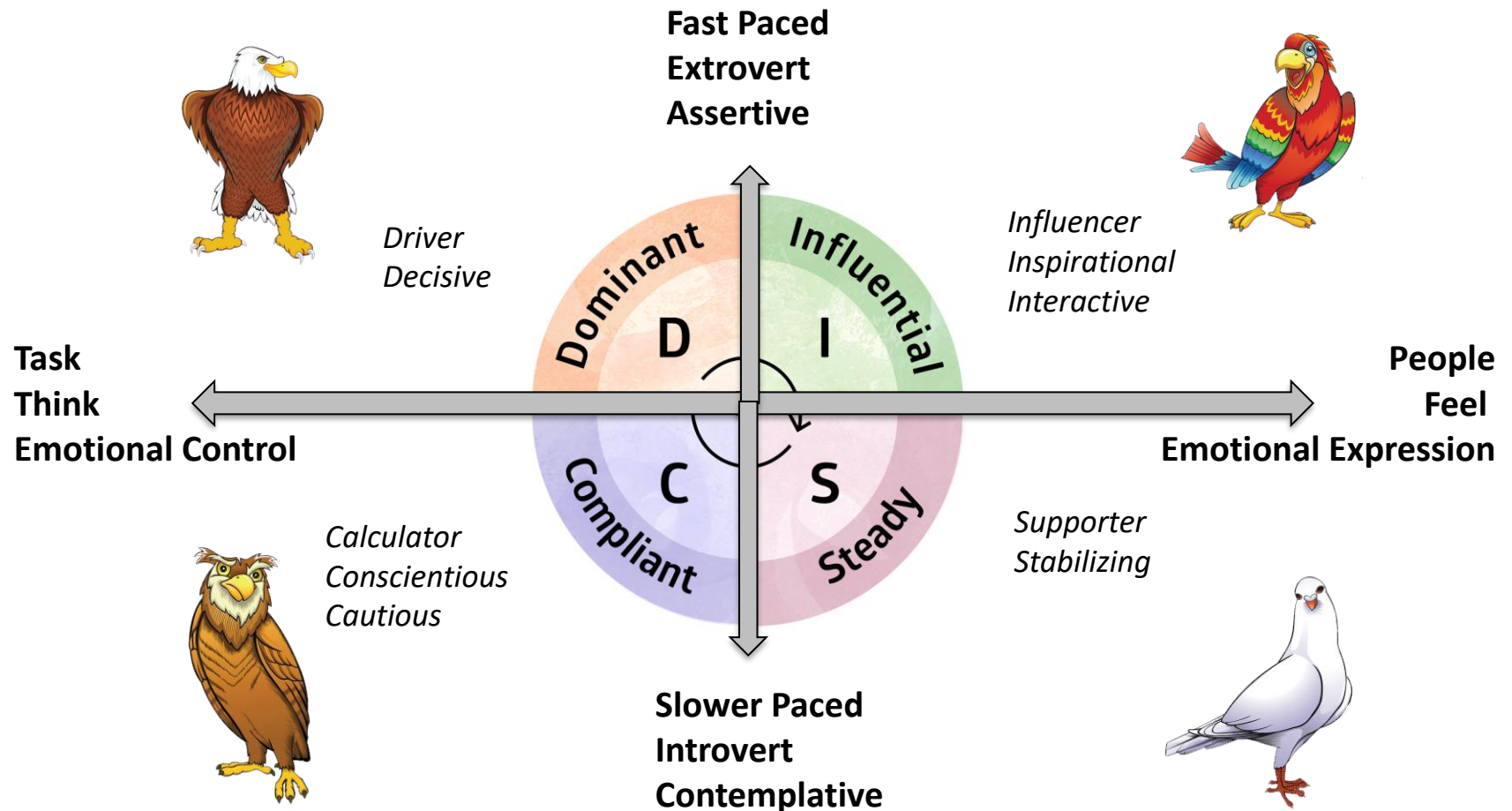


Adapting the speed of our speech

Adapting Communication Styles

- DISC communication style model is holistic
- **DISC** model stands for
 - Dominant
 - Influential
 - Steady
 - Compliant
- People use a mix of communication styles but display one or two of the styles as “core”
- Determine communication style by interacting, asking questions, observing and using mindful listening
- Adapt your style accordingly





Emotional Intelligence Education Program
Flexibility – Adapting Communication



DISC Communication Styles- **Dominant** (approx.19% of pop.)

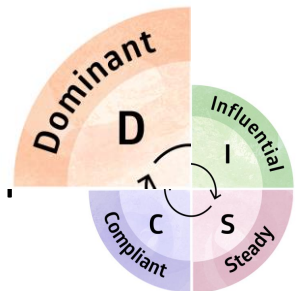
Key Qualities

- Competitive
- Direct
- Intense
- Desire Change/ Goal setters
- Hate to waste time
- Justice Seekers
- Results Oriented
- Task focused
- Fast paced
- Motivated by challenges and making a contribution

Be Prepared for:

- Bluntness, demanding
- Impatient
- Arrogance
- Lack of empathy
- Lack of sensitivity
- Lack of social interaction

Fear – Being controlled
Being taken advantage of



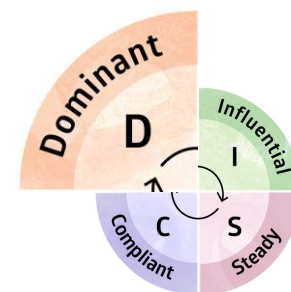


When dealing with High Dominant

- The dominant communication style is **direct and decisive**.
- This caregiver is **self-confident, results-oriented** and likes to **take control** of situations.

Communicating with a caregiver who has a dominant communication style

- State points clearly and briefly—get to the business at hand
- Be specific in questioning
- Give the facts and be quick
- Do not use idle chatter or tell long stories
- Be prepared and organized, and show your competence
- Talk about results and outcomes
- Support and maintain, do not direct or order



Emotional Intelligence Education Program

Flexibility – Adapting Communication



DISC Communication Styles-**Influential** (approx. 32% of pop.)

Key Qualities

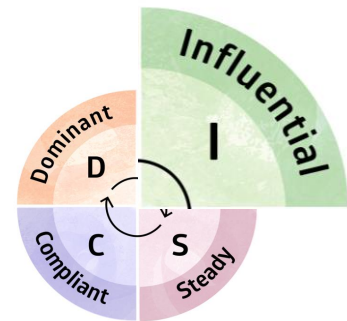
- Charismatic
- Verbal
- Fun
- Optimistic/Trusting
- Encouraging/Motivating
- Idea people
- People focused
- Fast paced
- _Motivated by freedom and “what could be”

Be Prepared for:

- Attempts to persuade/influence others
- Need for the limelight
- Over estimating self and others
- Emotional responses

Fear – Rejection

Being limited or boxed in



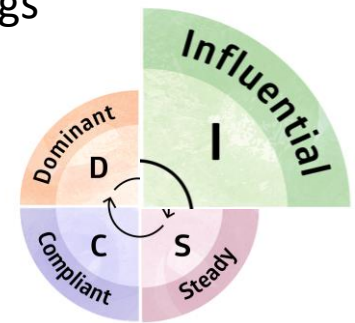


When dealing with High Influential

- The influential communication style is **talkative, outgoing** and motivated by **interaction**.
- This caregiver **wants to talk** and must feel like **they have been heard**. They want others to be friendly and they like to **be recognized** for their contribution.

Communicating with a caregiver who has an influential communication style

- Be friendly and sociable – ask about family, children. Be prepared to talk about yours
- Let them talk, giving them the opportunity to verbalize their thoughts
- Ask specific questions if you want specific answers – keep things moving
- Talk in terms of people and stories
- Add some humour, if appropriate
- Use lots of examples



Emotional Intelligence Education Program
Flexibility – Adapting Communication



DISC Communication Styles-**Steady** (approx. 35% of pop.)

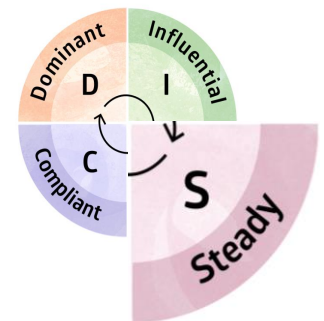
Key Qualities

- Faithful
- Service-Oriented
- Easy going/Adaptive
- Loyal
- Team Players
- People Focused
- Slow Paced
- Motivated by stability, harmony and

Be Prepared for:

- Friendly & warm approach
- Slower to change
- Difficulty prioritizing
- Difficulty with deadlines

Fear – Conflict, instability/change



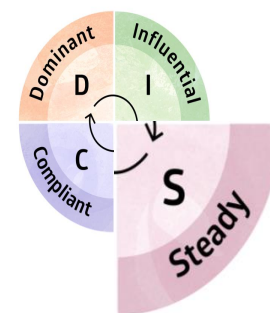


When dealing with High **S**teady

- The steady communication style is **calm**, **patient** and **controlled**.
- This caregiver is **good at communicating** with all the team members and is a **good listener** who values **reliability** and may be **reluctant to change**.

Communicating with a caregiver who has a steady communication style

- Present information in a non-threatening way—do not come on too strong
- Patiently explain, step-by-step, how things will get done
- Make sure they really agree with the plan before moving on
- Do what you say you will, when you say you will – Earn their trust
- Give them time and support to adapt to change



Emotional Intelligence Education Program
Flexibility – Adapting Communication



DISC Communication Styles-**Compliant** (approx. 14% of pop.)

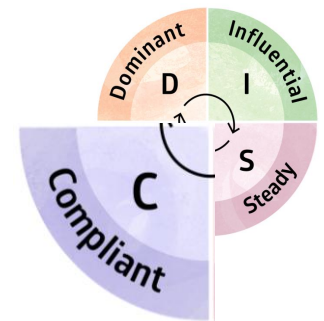
Key Qualities

- Attention to detail
- Analytical
- Planner
- Information Seeking
- Plays by the rules
- Deliberate
- Task Focused
- Slow paced
- Motivated by expertise and excellence

Be Prepared for:

- Questions
- Resistance to vague or general information
- Desire to double check – perfectionism
- Analysis/Paralysis
- Little need to affiliate with other people

Fear- failure and being wrong



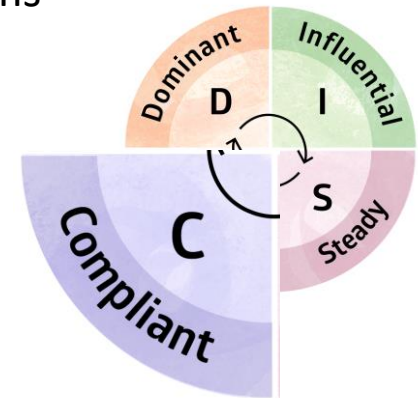


When dealing with High Compliant

- The compliant communication style is **logical, careful** and **detailed**.
- This caregiver is an **analytical thinker** who likes to **focus on the details** and take their time before responding.

Communicating with a caregiver who has the compliant communication style

- Be well-organized, accurate and methodical
- Keep chit-chat to a minimum and focus on the specific items
- Provide facts, figures and evidence
- Provide clear expectations and consistent procedures
- Discuss specific expectations and outcomes
- Allow time for them to process - do not expect rapid decisions



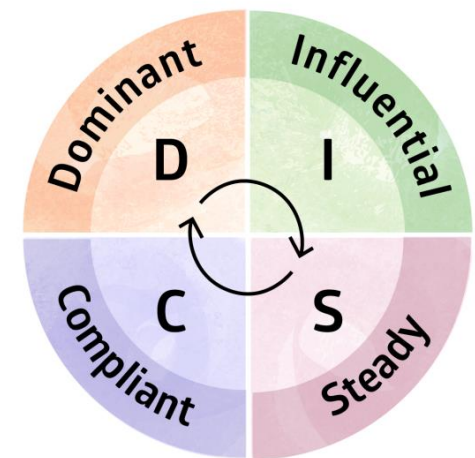
Which DISC style best describes your communication tendencies?

Dominant

Influential

Steady

Compliant



Key Takeaways

- Flexibility is the ability to adjust to unfamiliar, unpredictable and dynamic circumstances, and adjust your approach as a situation changes.
 - **Cognitive flexibility** is the ability to use different thinking strategies and mental frameworks.
 - **Emotional flexibility** is the ability to change your approach when dealing with your own and others' emotions.
 - **Dispositional flexibility** is the ability to remain both optimistic and realistic at the same time.
- Practicing emotional intelligence behaviours like mindfulness, reframing, reality check, self-awareness and mindful listening will help you increase your flexibility.
- Adapting your communication styles helps you relate to all types of people. There are 4 core styles of communication: Dominant, Influencer, Steady, Compliant.
- By managing your emotions, being more flexible, and adapting your communication styles, you can better support and empower caregivers through their emotional cycles of change.

CANADIAN HOME CARE ASSOCIATION Emotional Intelligence Education Program

Flexibility

[PiRC Practice Flexibility on Vimeo](#)

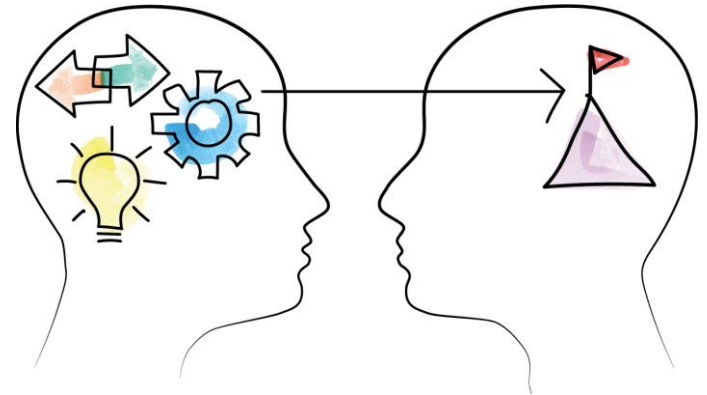
Adapting your
Communication Style



Final EI Webinar

Person and Family-Centred Care

Sept 14, 2022



Full EI modules available on - learn.cdnhomecare.ca -
You must register to access.

All microlearning module are available on the site.