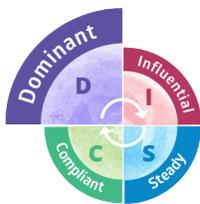


EMOTIONAL INTELLIGENCE EDUCATION PROGRAM

Adapting Communication Styles: Memory Aid

The DISC model stands for Dominant, Influential, Steady, and Compliant. The four styles of communication are used in different degrees by different personality types. And while the styles are a simplification of complex human behaviour, most people display one or two of them.

To identify the communication style of the caregiver you are interacting with you can ask questions, observe, and use mindful listening. Then, adapt your style accordingly.



Dominant communicators are direct and decisive.

When communicating with someone who has the dominant communication style:

- Be brief and clear
- Share the facts
- Don't use long stories



Influential communicators are talkative and outgoing.

When communicating with someone who has the influential communication style:

- Be friendly and sociable
- Let them talk and share their thoughts
- Ask for their opinion



Steady communicators are calm and easygoing.

When communicating with someone who has the steady communication style:

- Be relaxed and easy-going
- Explain and discuss information
- Allow time to process the conversation



Compliant communicators are logical and detailed.

When communicating with someone who has the compliant communication style:

- Be well-organized and accurate
- Provide facts and details
- Keep chit chat to a minimum and stay focused

The Canadian Home Care Association (CHCA) is a national non-profit association dedicated to strengthening integrated community-based care. Through our diverse membership, the CHCA represents public and private organizations that fund, administer and provide health care services in the home and community care sector.

Partners in Restorative Care is an innovative capacity-building project to enhance home care providers' abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers through Emotional Intelligence training.

This project is led by the Canadian Home Care Association and supported by a health funding contribution agreement from Health Canada.