

How Would You Respond...

Purpose: Learn to maximize effective communication in a difficult scenario where feedback needs to be delivered to someone with a different Interaction Style. Additionally, learn to use the Matrix Insights resource to do a side-by-side comparison of styles.

Duration: 10 minutes

Number of Participants: Small groups (4-12 people) or large groups (12+ people)

Materials Required: Computers, tablets, or smartphones with access to the Matrix Insights Dashboard to view side-by-side comparisons of two different styles

Description/Process:

Break the full group into smaller groups of 3-5 people

Provide a scenario for investigation and discussion

ex.: Your Interaction Style is **Get Things Going** and you have a meeting this afternoon with someone on your team. You would like to provide constructive feedback to that person, and they have a **Chart the Course** Interaction Style. You and others on your team feel that their directive Interaction style is off-putting and there have been several recent complaints.

Allow each participant 5 minutes to review the Matrix Insights Dashboard

Discussion Questions:

How will you flex to accommodate the various styles?

What do you need to know about the other person's style to be effective?

What do you need to be mindful of with your own style so that your feedback is heard?