



The Platinum Rule

Communicating Assertively and Effectively



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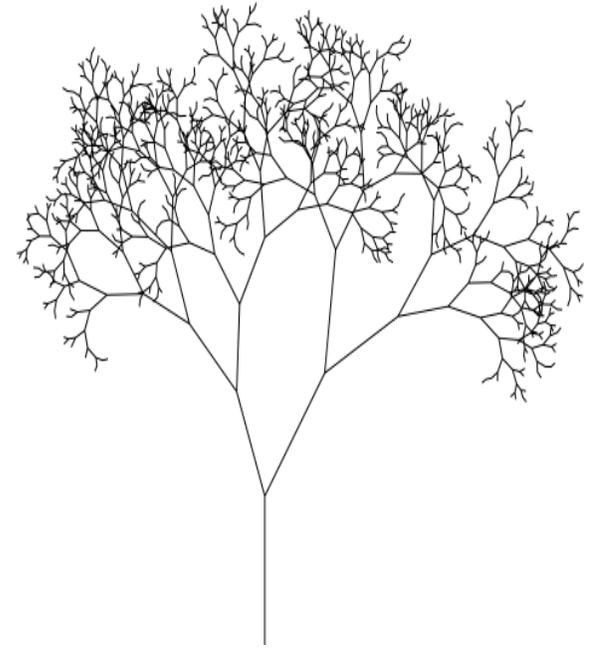
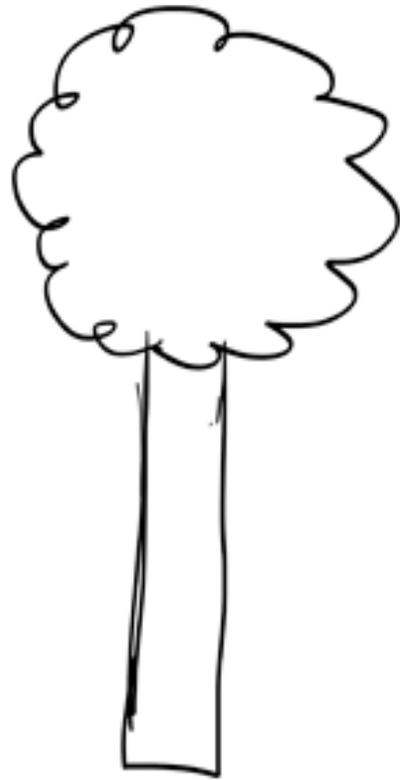
The Golden Rule

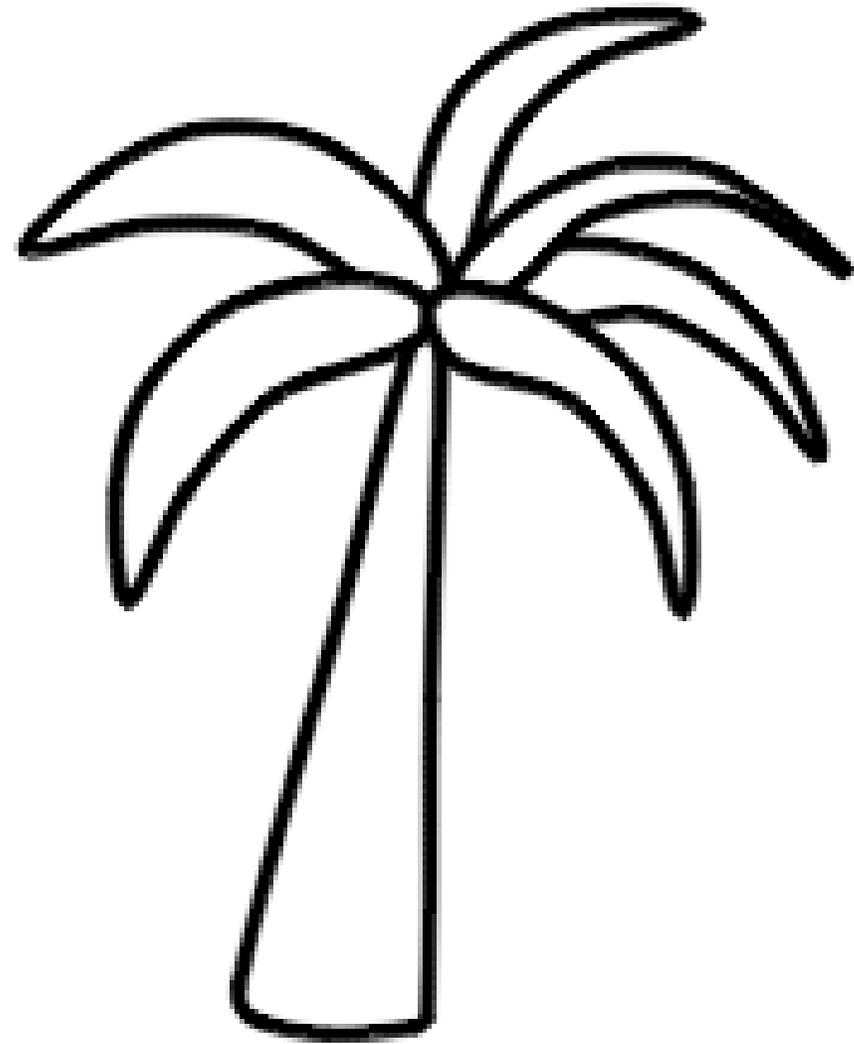
1. Fold the paper.
2. Tear the upper right-hand corner.
3. Fold the paper again.
4. Tear the upper left-hand corner.
5. Fold the paper again.
6. Tear the lower right-hand corner.
7. Unfold your paper.



Platinum Rule

Communicate with others like THEY would want to be communicated with.







Framing

The index cards in our minds that are created by our experiences and biases.

My Communication Style

Mark the response to each of the following situations that you think would describe your behavior. Remember to pick the one that "BEST FITS" you most of the time. It is extremely important that you be honest with yourself and answer how you ACTUALLY behave, not how you think you should behave. The accuracy of the test depends on your honesty with yourself.

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- | | |
|---|---|
| <p>1. When I talk to others, I like to...
 a. get to the point
 b. talk
 c. tell only what I want others to know
 d. go into great detail</p> <p>2. At times I may be
 a. blunt
 b. slow to give information
 c. overly strict in my interpretation
 d. very subjective in my description of things</p> <p>3. Most of my communication is directed toward
 a. being friendly with others
 b. precision
 c. cooperation
 d. getting results</p> <p>4. I am sometimes accused of
 a. being tentative
 b. not listening
 c. procrastinating
 d. talking too much</p> <p>5. When I am in a discussion with people, they
 a. know I desire the facts
 b. know I don't like surprises
 c. know where I stand
 d. know I am enthusiastic</p> <p>6. I like communication which is
 a. positive
 b. logical
 c. straightforward
 d. calm</p> <p>7. I like conversation which are
 a. stimulating
 b. optimistic
 c. sincere
 d. controlled</p> <p>8. I don't like conversations which
 a. create stress
 b. are not cooperative
 c. don't accept my view
 d. I cannot control</p> <p>9. I feel best when I am
 a. listening to others
 b. following an agenda
 c. telling others what to do
 d. smooth and poised</p> | <p>10. My greatest weakness in communicating with others is my
 a. demand for details
 b. reacting too quickly
 c. desire for personal attention
 d. speaking without adequate preparation</p> <p>11. Most of the people I work with think of me as
 a. neighborly
 b. cautious
 c. open to change
 d. sincere</p> <p>12. My greatest need is to
 a. be with people
 b. be given time to adjust to changes
 c. be encouraged
 d. be given frank direction and evaluation</p> <p>13. The basic idea of communication is to
 a. cooperate with others
 b. gain power over others
 c. persuade others
 d. bring things under control</p> <p>14. When I use written communications, I tend to
 a. be too brief or not write at all
 b. oversell an idea
 c. go by the book
 d. over-document or write long messages</p> <p>15. I function best in an environment which
 a. is free
 b. includes other people
 c. is organized
 d. includes recognition</p> <p>16. Conversation which motivates me the most gives me
 a. a challenge
 b. comfort
 c. friendly relationships
 d. recognition</p> <p>17. When those around me are under stress, I tell them
 a. about the positive
 b. what to do
 c. to adjust to the situation
 d. to stay calm</p> <p>18. My greatest strength in talking to others is that I am
 a. conscientious
 b. outgoing
 c. decisive
 d. willing to listen</p> |
|---|---|

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COMMUNICATION STYLE SCORE SHEET

Directions: Circle your selections and total the number in each column

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
1	a	b	c	d
2	a	d	b	c
3	d	a	c	b
4	b	d	c	a
5	c	d	b	a
6	c	a	d	b
7	a	b	c	d
8	d	c	b	a
9	c	d	a	b
10	b	d	c	a
11	c	a	d	b
12	d	a	b	c
13	b	c	a	d
14	a	b	c	d
15	a	b	d	c
16	a	d	c	b
17	b	a	d	c
18	c	b	d	a

TOTALS: _____ _____ _____ _____

Warriors



- **Communicating:** You like to feel you are in charge. You like a challenge, difficult assignments, and quick action. You can be very decisive in your conversations.
- **Improvement Areas:** You tend to be too brief— a one-way communicator, a poor listener and to sometimes come across as blunt.
- **Desires:** Freedom, power, independence and quick results.
- **You'll Hear:** “Do it now!”, or “I’ll do it”, “What’s the bottom line?”

Critical Thinker



- **Communicating:** You like to be thorough. Like low-risk situations, being cooperative and organized, and using standard operation procedures. Very logical in conversations.
- **Improvement Areas:** You tend to be excessively detailed, write long memos, overemphasize things in writing, and slow to trust others.
- **Desires:** Thinking time, low-risk situations, cooperative relationships, organization, and long explanations.
- **You'll Hear:** “objective” and “analysis”

Visionary

- **Communicating:** You like to feel you are successful in persuading others. You like to be around people, to look successful, be popular, and to be positive. You can be very talkative.
- **Improvement Areas:** You tend to talk too much, speak without preparation, oversell an idea, and give more information than necessary.
- **Desires:** Popularity, influence, acceptance, and public recognition
- **You'll Hear:** “options”, “possibilities”, “imagine”

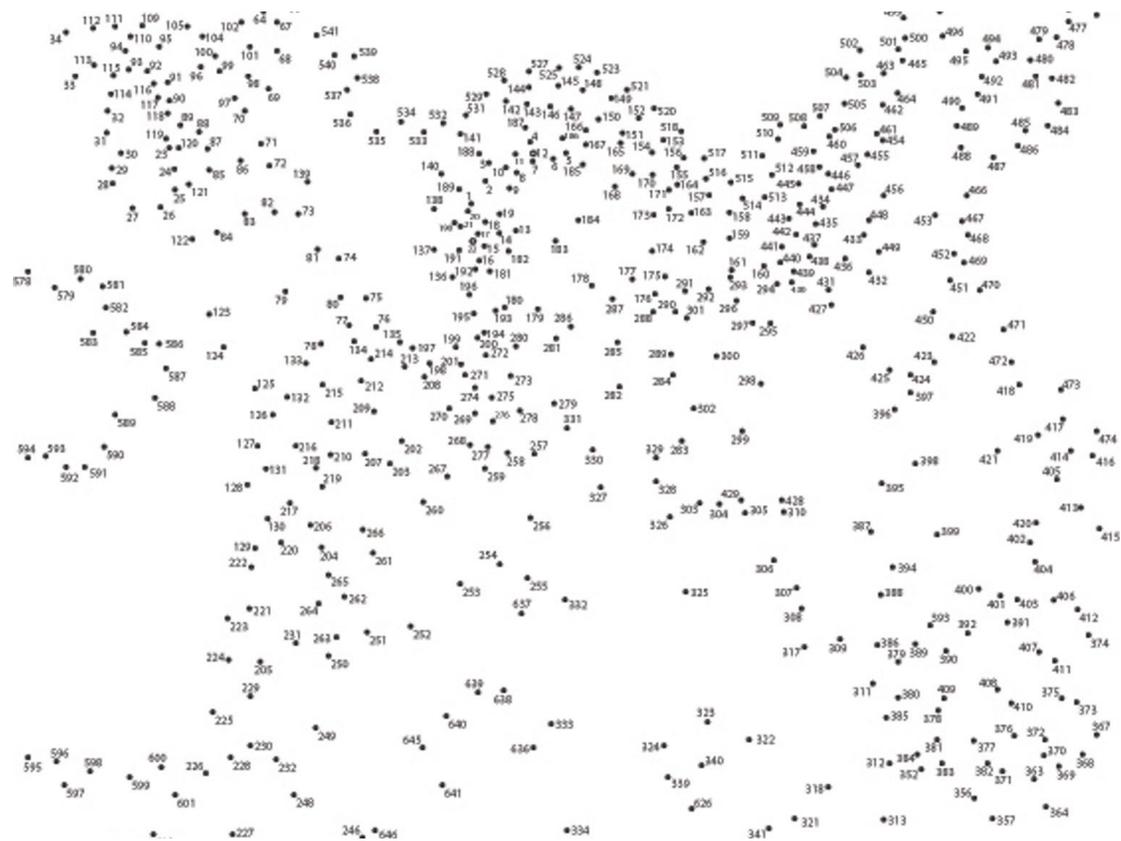
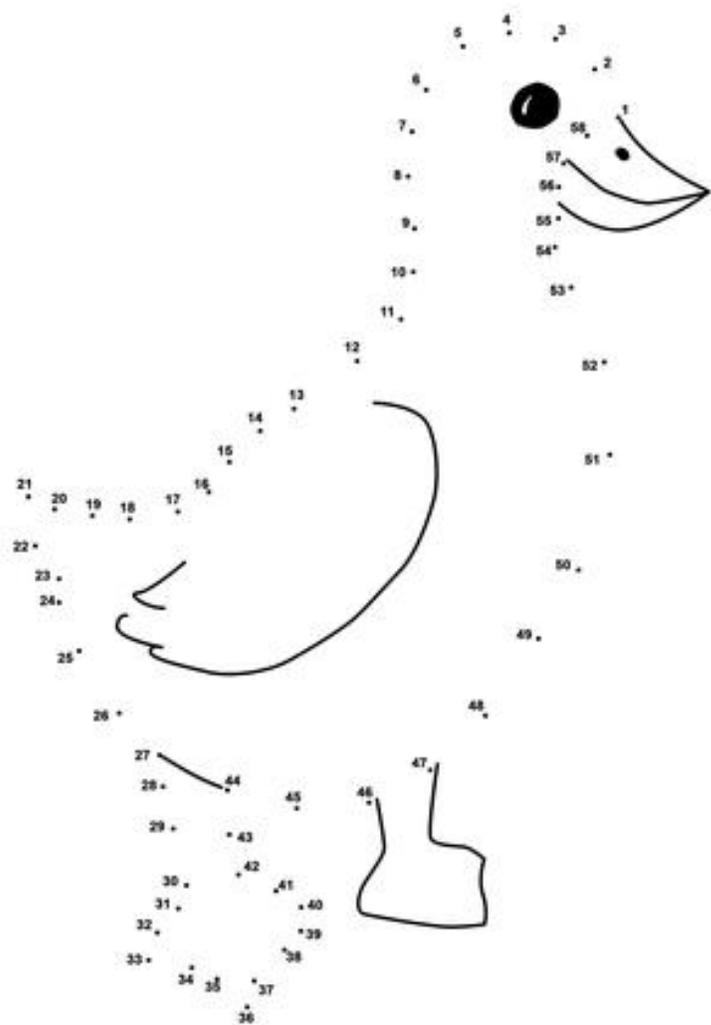


Nurturer



- **Communicating:** You like to be sincere. You like to be a member of a group, and you need appreciation, stability, and time to adjust to new ideas. You may not want to tell all you know.
- **Improvement Areas:** You tend to respond slowly to information, need too much personal attention, and may be turned off by an aggressive person.
- **Desires:** Building roots, feeling needed, and to be asked—not told—what to do.
- **You'll Hear:** "right" and "fair"

STYLE	BODY MOVEMENTS	LANGUAGE CHOICE	DECISIONS	FACIAL EXPRESSIONS
Warrior	Deliberate	Precise	Deliberate	Controlled
Critical Thinker	Limited	Exact	Cautious	Calm
Nurturer	Flowing	Personal	Tentative	Open
Visionary	Expressive	Passionate	Quick	Animated



IF THEY ARE YOUR BOSS	IF THEY WORK FOR YOU	PERSONAL RELATIONSHIPS
<ul style="list-style-type: none"> • Be on time. • Communicate efficiently. • Be prepared. • Ask for what you want. 	<ul style="list-style-type: none"> • Give them responsibility with authority to go with it. • Let them be in charge. • Give specific directions. 	<ul style="list-style-type: none"> • Let them take the lead in decision making and conversation. • Take care in passing judgment on their feelings.

Warriors

CHALLENGE : balance their need for control with your need to assert yourself

Critical Thinkers

CHALLENGE : getting them to speak up and share thoughts, feelings and ideas.

IF THEY ARE YOUR BOSS	IF THEY WORK FOR YOU	PERSONAL RELATIONSHIPS
<ul style="list-style-type: none">• Give lots of information: facts not fiction that is accurate.• Listen carefully: each word is usually important.• Take initiative.	<ul style="list-style-type: none">• Give lots of information include how, why, when and where.• Be patient.• Assign work that is solitary and detailed.	<ul style="list-style-type: none">• Leave them alone.• Ask them for information.• Be careful about interpreting their feelings.

IF THEY ARE YOUR BOSS	IF THEY WORK FOR YOU	PERSONAL RELATIONSHIPS
<ul style="list-style-type: none"> • Get to know them. • Open up. • Listen: they use lots of words to describe feelings. 	<ul style="list-style-type: none"> • Give them tasks that are team-oriented. • Provide lots of follow through and feedback: they respond well to praise. • Ask for their feelings and opinions. 	<ul style="list-style-type: none"> • Contact them frequently. • Pay attention: they talk a great deal and want listeners. Stay focused.

Nurturers

CHALLENGE : getting them to take a stand and take control when they don't wish to .

Visionaries

CHALLENGE : get them off stage, graciously, without hurting their feelings.

IF THEY ARE YOUR BOSS	IF THEY WORK FOR YOU	PERSONAL RELATIONSHIPS
<ul style="list-style-type: none">• Enjoy the ride: they change their passion and focus on a whim.• Be friendly but brief.• Show passions for ideas; be excited but be honest.	<ul style="list-style-type: none">• Praise them.• Let them express individuality.• Give them multiple tasks.	<ul style="list-style-type: none">• Invite them to your parties.• Take their exuberance seriously.• Don't be offended by absence of attention from them: they are easily distracted and often forget.



Please Remember

- No style is better than any other; each has unique strengths and areas to improve on.
- You are all those styles—and so is everybody else.
- Don't label people, recognize behavior.