

Styles of Communication

Degree of Directness

Direct

Indirect

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| <ul style="list-style-type: none"> ■ People say what they mean and mean what they say. ■ You don't need to read between the lines. ■ It's important to be direct and tell it like it is. ■ Honesty is the best policy. ■ The truth is more important than sparing someone's feelings. | <ul style="list-style-type: none"> ■ People are indirect. ■ They imply/ suggest what they mean. ■ Understatement is valued. ■ You need to read between the lines. ■ Telling the truth, if it hurts, should be tempered. |
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The Importance of Saving Face

Saving face is Less Important

Saving face Is Key

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| <ul style="list-style-type: none"> ■ Saving face has moderate importance. ■ The facts and expediency are more important than being careful about what you say. ■ Getting/giving information is the overriding goal of the communication exchange. ■ Criticism is straightforward. ■ It's okay to say no, to confront people. | <ul style="list-style-type: none"> ■ Saving face is paramount. ■ Saving face/not losing face takes precedence over the "truth". ■ Maintaining harmony is the overriding goal of the communication exchange. ■ Confrontation is avoided. ■ Saying no is difficult. ■ Criticism is handled very delicately. ■ What one says and what one feels often are not the same. |
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Styles of Communication (cont.)

The Task or the Person

The Task

The Person



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| ■ The task is separated from the person. | ■ The task and the person can't be separated. |
| ■ Do business first and then have small talk. | ■ Begin with small talk and then move to business. |
| ■ Establishing rapport and a good personal relationship are not essential to getting the job done. | ■ A personal relationship is a prerequisite to getting the job done. |
| ■ The goal is accomplishing the task. | ■ The goal is building the relationship. |