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Task 6

High and Low Communication Styles

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What would you say...

to someone who is sitting next to you in the library and you wanted to open the window because it's hot inside?

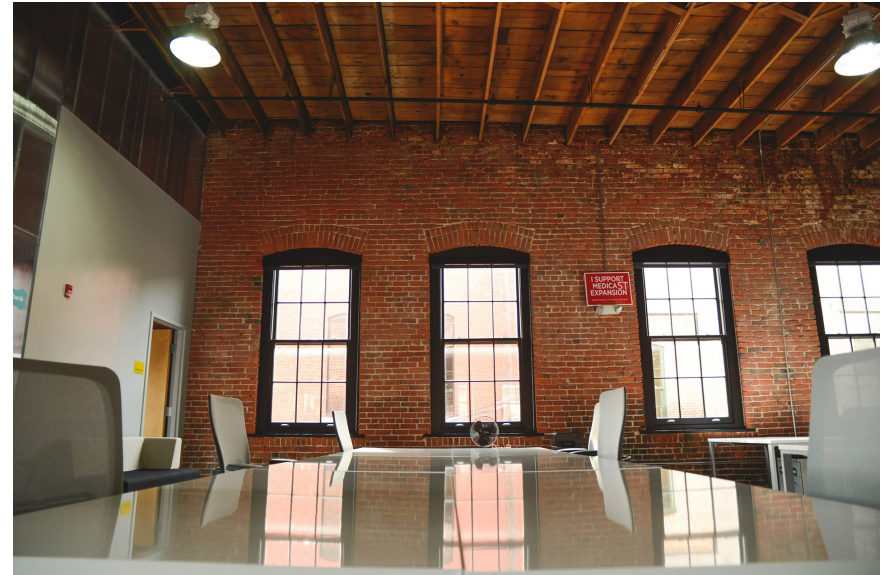


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Direct:

Do you mind if I open the window?

Indirect:

It's hot in here, don't you think?

What would you say...

to a friend who invited you to go to the movies but you prefer to stay home?



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Direct:

I'd rather stay home tonight. Have fun!

Indirect:

I'd love to go but I need to go to bed early tonight.

What would you say...

to a friend who asked
for help with an
assignment at a time
when you're super
busy?

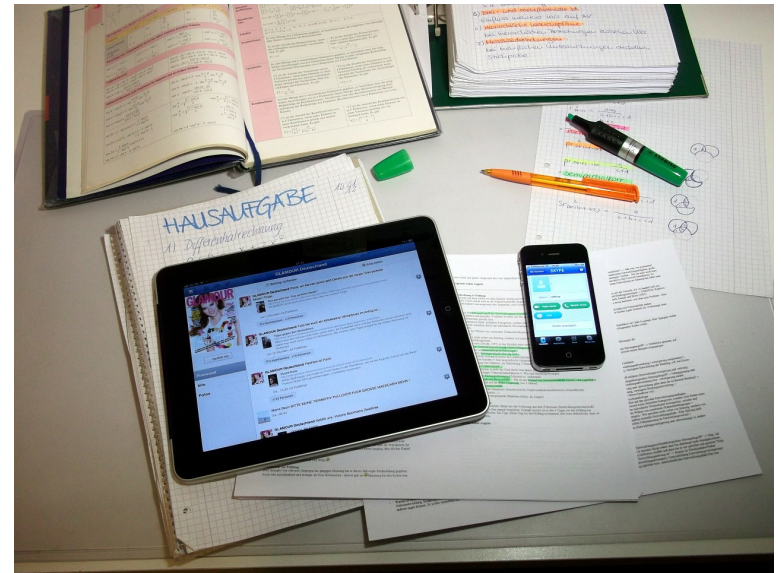


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Direct:

Sorry, I can't right now. How about tomorrow?

Indirect:

Yes, of course. How can I help?

What would you say...

to a friend who gave
you a gift that you
don't really think it's
useful for you



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Direct:

Thanks. I don't think I'll use this but my sister will.

Indirect:

Thanks. I love it!

What would you say...

to colleagues during a classroom discussion that you don't agree with their point of view?

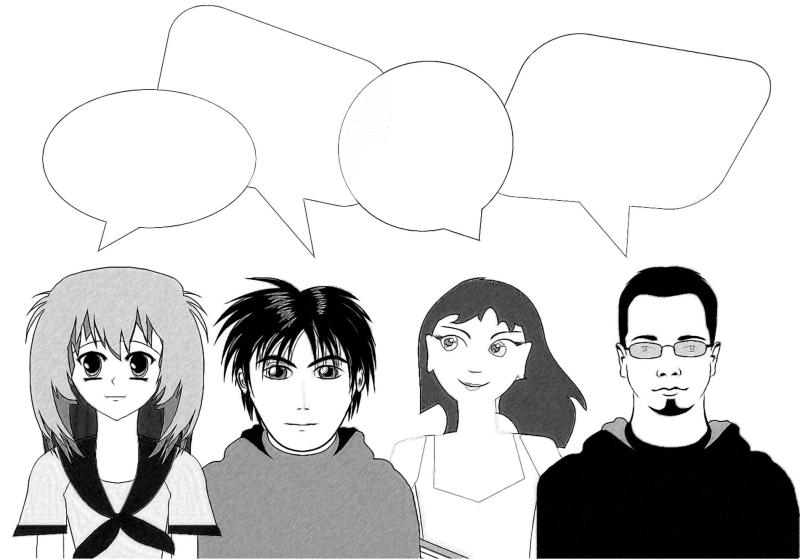


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Direct:
I don't agree with you.

Indirect:
I'm not sure but maybe you're right.

What would you say...

to colleagues during
your first meeting to
prepare for a group
presentation?



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Direct:

Let's divide the work according to sections.

Indirect:

We can all work together in every section.

High and Low Communication Styles

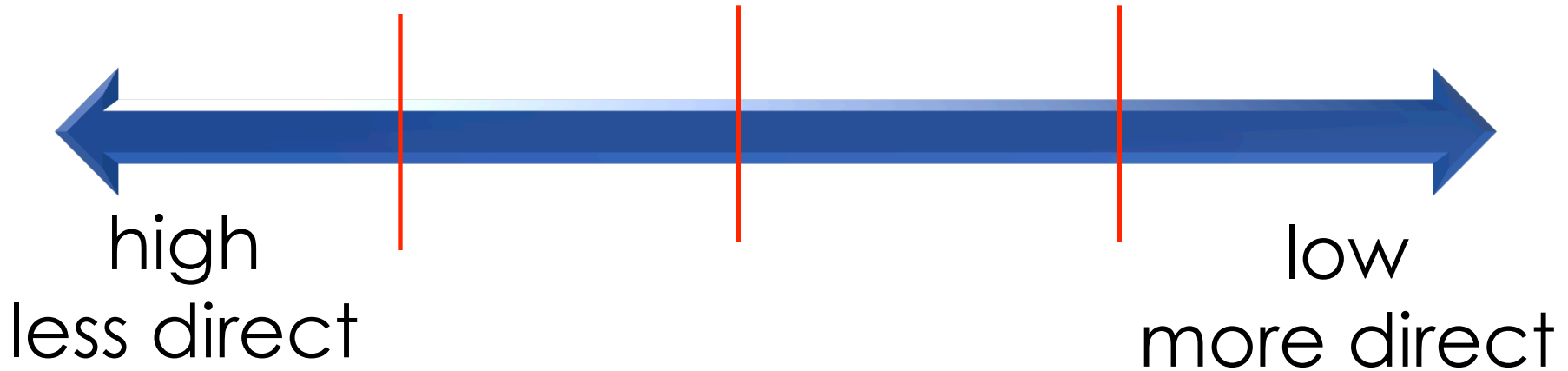
High (Indirect)

- communication is less verbally explicit
- communication is less formal
- separation of time and space is not very important
- value in long term relationships with colleagues
- face-to-face communication is preferred
- when working in groups everyone can contribute with every task

Low (Direct)

- communication is more verbally explicit
- communication is more formal
- separation of time and space is important
- relationships with colleagues are typically of shorter duration
- explicit written communication is preferred
- when working in groups, division of tasks is important

Spectrum



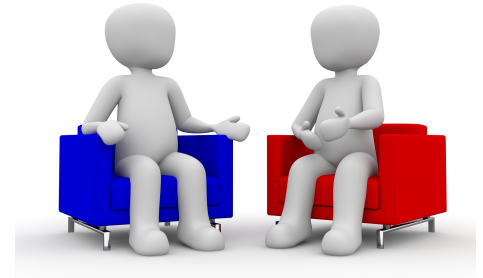
Reflection: Do these people communicate the same way in every situation?

UofT professors and professors in your country of origin

UofT colleagues and/or friends

Family members

Problem-solving scenario



- You will work in groups of 4.
- **Scenario:** You are having trouble with one member of your group presentation. You and another colleague decide to ask your professor for advice. Later, you will talk to the colleague who you are having trouble with and try to solve the problem. Make decisions related to low and high communication styles. E.g.:
 - Will you write an email or just show up at your professor's office? Will use low or high communication styles with your professor and your colleague?
- **Your audience will identify the style you used and if the problem was solved effectively.**

During this task:

What did you learn about communication styles?

Do you always have to use low or high communication styles?

In future conversations in English, you might want to observe the speaker and the situation and adjust communication styles accordingly.

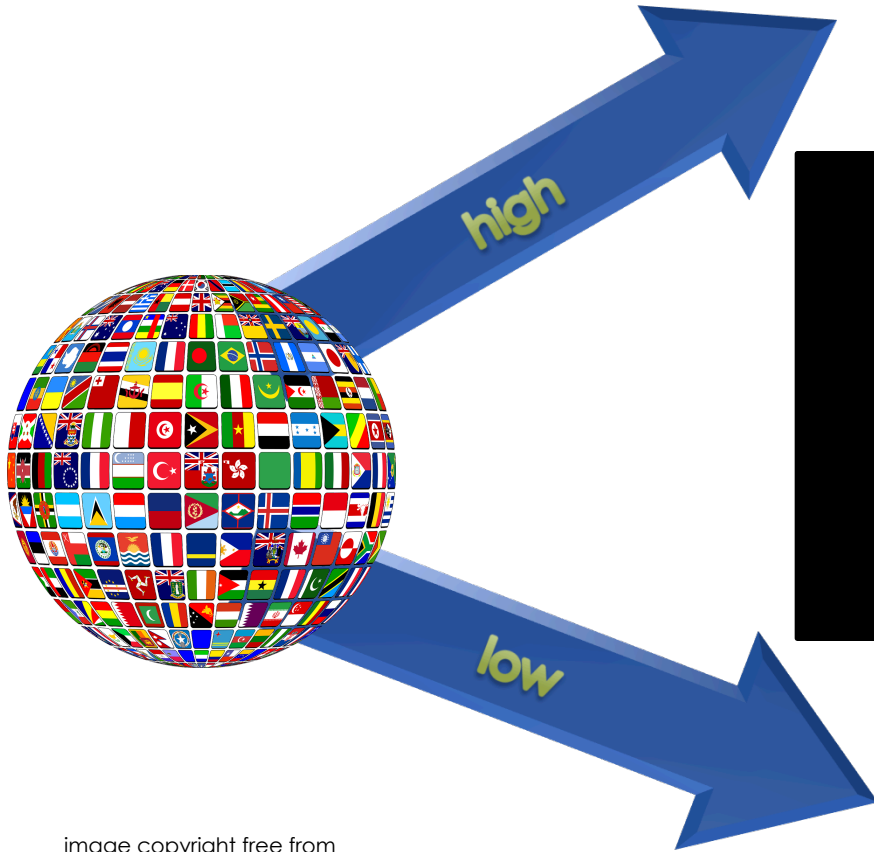


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You have completed Task 6

Thank you for your participation