

# Who Are You: Matrix



The quality of your communication efforts is not all about how well you send a message; it's also very much about how well it was received!

When you take time to learn about your team, build a greater awareness of them; you give yourself more opportunity to craft your communication so it can be understood faster and more accurately.

Like personality tests, this simple exercise is about building awareness: your own self-awareness of how well you know, and therefore, how well you can communicate with others. You can do this exercise for yourself or you can do this with your team. If you'd like some assistance with running a short masterclass on communication, including using this matrix, let me know, I'd love to help: [sally@sallyfoleylewis.com](mailto:sally@sallyfoleylewis.com)

**INSTRUCTIONS:** In the table across the top line add the names of your team members. The far left hand column is a list of traits, characteristics, behaviours, observations, etc. Please note, none of these are meant to incriminate or discriminate, they are meant to help build awareness and therefore provide information to improve communication. Write your understanding or observation of the team member according to what's listed in the left hand column. Then answer the learning point questions (see page 2). Here's an example of a completed matrix:

	Sally	Ben	John	Mary	Jennifer
Speech: Informal/Formal	Can be formal but prefers informal	Informal – lots of Aussie jargon	Very formal	Formal mostly	Informal mostly
Speech: speed	Fast, especially when excited about topic	Fast	Moderate	Slow	Moderate to Fast
Social/Business	Can tend to be really social before getting on with task	Somewhat social	Somewhat business	No social, just wants to discuss tasks	Not sure, sometimes really social, sometimes not
Detail / Big picture	Not sure: seems to do both	Big picture	Details but can do big picture	Details	Details
Timing	Always early	On time mostly	Always right on time	Early mostly	Mostly on time, if late usually only a few minutes
Email / Phone / F2F	Face to Face	Email	Email	Phone	Face to Face
Other: _____					

**The key learning points:**

**Looking at your completed matrix, what key communication differences can you see?**

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**How will you adjust your communication so that your messages are more accurately and easily received?**

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**AS A TEAM ACTIVITY:**

Ask the team to come up with their own list of characteristics and get them to complete their own 'profile', then share their profile with the whole team. This will help the team break down barriers because they are letting each other know WHO they really are and HOW they like to communicate. It helps to answer the question everyone may be thinking, "Why do they do/act/say it that way?"

1. Ask the group to brainstorm a list of characteristics: be sure to reinforce the fact that no one characteristic is right or wrong, we need all to make a team function.
2. Set a timer so everyone has to complete the task quickly, and not over think it.
3. Everyone share their profiles.
4. Debrief (this is where the learning turns to action): Get people to pair up with someone who seems most opposite to them and ask them to answer the two questions listed above.

### **What characteristics could I use?**

Use any characteristics you like just be careful that you are not insulting or being derogatory with your characterisations. This is an awareness building exercise. Do not use this as a way to performance measure your team members. Some examples include:

Speech: formal / informal language

Speech: speed

Speech: English first language

Speech: Highly technical / Common language

Written communication: formal / informal

Written communication: soft / social / direct / uses abbreviations / uses jargon / traditional / modern

Dress formally / informally

Jewellery / No jewellery

Technology: latest gadget / non focused on latest

Details/Overview: Likes lots of details / Only likes big picture

Highly structured / More fluid in approach

Always offers to do extra work or take on projects / Gets on with their job only

Offers lots of ideas / Struggles to see ideas through / Doesn't suggest idea as much as sees ideas through

Measured: weighs up the positives and negatives before taking action

Reactive / Responsive

Punctuality

Prefers email, phone or face to face

Personal: Shares information about self openly / Doesn't share any details (private)

Hobbies: known / unknown

Hobbies: active / non-active

Hobbies: leadership role outside of work

Current Affairs: up to date / doesn't show interest / doesn't disclose

Social: Happy to participate / Always organising / Never see them

Introverted / Extroverted

First to speak at a meeting / Last to speak at a meeting

Ambitious / Content in position