



CMOR-MRA Interviewer Training Modules

Communication Styles

Answer Key

Q1. List the four communication types presented in this training module

A:

Driver
Collaborator
Contributor
Investigator

Q2. Direct, practical, decisive, confident, clear, to the point, and task-oriented are some of the strengths of the *driver* communication style

Q3. Detailed, well prepared, diplomatic, analytical, restrained, and systematic are some of the strengths of the *investigator* communication type.

Q4. Patient, agreeable, predictable, easy going, listens closely, and is responsive describes the positive aspects of the: *contributor*

Q5. List the strengths of the Collaborator communication type below. The training presentation discussed five strengths.

A:

Talkative
Friendly
Enthusiastic
Approachable
Involves Others

Fill in the missing words from the statement below:

Q6. It is important to keep in mind the interviewer's *communication style* when preparing the feedback session.

The most *effective* supervisor always tailors his or her approach to the interviewer. This ensures the interviewer will be both *comfortable* and *receptive* during the feedback process.

Q7. Challenges others, impatient, insensitive, too independent, need to control, and domineering describe some of the negative aspects of the *driver* communication type?

Q8. Contributors avoid *confrontation* are *slow* to change, have difficulty making decisions or are thought to be *indecisive* and often withhold their true feelings to better contribute.

Q9. The *investigator* communication type drawbacks include; being overly critical, inflexible, insensitive to others, overly cautious, and imposing high standards.



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Q10. Extra sensitive, lacking follow-through, disorganized, unprepared, subjective decisions, and feelings easily hurt; describe the drawbacks of the collaborator communication type.

Q11. The investigator prefers feedback that is objective, accurate, predictable, analytical, and focuses on what to do and why to do it. They respond best to logic and feedback that has no surprises.

Q12. Feedback sessions that are conversational, allowing time for anecdotes and the possibility for venting, as well as focusing on what needs to be done and who and how help will be offered are the best for the collaborator.

Q13. Because the driver is a very direct, independent and impatient type of communicator, they prefer feedback that is quick, to the point, and focuses on what needs to be done.

Q14. Feedback that is in a private, supportive, non-threatening environment is the preferred mode for the contributor.

Q15. Because they listen closely, are responsive to others, avoid confrontation, and withhold their feelings the contributor feedback session will require the supervisor to ask questions to draw them out, have clear goals, and action steps, and give them time to think about the feedback session and respond to the contents.