

MTD Quick Tips

What's Your Chunk Size?

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What's Your Chunk Size?

Over the past 2 sessions we have been looking at some Advanced Communication Skills Techniques. Well, in this mini-series we are now going to finish up by taking a look at how people like to receive and indeed communicate information.

CHUNK SIZE

People can be categorised into two when it comes down to the amount of detail they think and also communicate to others about.

Overall you are either a detailed person (specific person) or you prefer large chunks of information (global person).

Specific People give you all the small details. They like to understand and go into pieces of work with the minutest of detail.

(Sorry specific people but you frustrate the life out of me!!)

Global People like to talk in big pictures and are not detailed at all. They are conceptual and abstract. The give you the overall framework or brief of what is happening rather than going into details.

(.....and I am sorry to all of those specific people because I know I frustrate the life out of you because I am a global person!)

You know when someone is specific and when someone is global just by asking them any question!

What their response will tell you:

Specific people will give you all the details and go to great lengths to explain everything. They give you more and more detail when you ask questions. Specific people become frustrated with Global People because there is no detail in what they say.

Global People give you an overview without details. They tend to use large generalisations. Global People become frustrated with Specific People because they go into far too much detail

Using this in the real world:

In Negotiations:

With Specific People...

Avoid generalisations and vagueness. Break things down into the detail and be specific. Present things in logical sequences.

With Global People...

Avoid details and present the bigger picture.

In Managing these people:

With Specific People...

Tell the person in detail what needs to be done and ensure that there is a logical sequence. Do not expect them to think about the bigger picture

With Global People...

Skip the details and tell the person a broad overview. Tell them what the end game is and then let them fill in the rest.

Influencing Language To Use:

With Specific People...

Next, then, precisely, exactly, specifically, first, second, details,

With Global People...

Big picture, framework, in brief, result, generally, overview

Short and sweet this week!

These techniques and strategies are covered in our Advanced Communication Skills courses - it's a must if you really want to influence and take your communication skills to the next level.

Until the next time...

Live, love and laugh!

Sean

Sean McPheat
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About Sean McPheat



Sean McPheat

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Founder and MD of international management development firm MTD Training, Sean McPheat is widely regarded as a leading authority on modern day management and leadership.

Sean is a bestselling author, and has been recognised for his own business building skills through the **British Business Awards** and has been featured in the **Who's Who Of Britain's Business Elite**.

He has been a regular judge for the UK's Young Enterprise Programme but was not as horrible as Simon Cowell (well almost!)



Sean has been featured on **CNN International, the BBC, SKY, ITV, The Guardian, Forbes, Arena Magazine, Marketing Weekly, Business Zone, Winning Edge** and radio stations such as BBC WM and LBC (London's Big Conversation).

Sean has over **250 media credits** to his name and his weekly email tips go out to over **60,000 people** interested in management and development strategies.

Sean is also a **much sought after media figure and motivational speaker** on all topics related to management, HR, business improvement and entrepreneurialism.