

# THE 5 VOICES



OKLAHOMA  
Office of Management  
& Enterprise Services

## Transforming Team Communication





# Sophie Preston

OMES Training Director

Extroverted  
Future oriented  
People centered  
Organized







# Raise your hand if...

You have ever worked with someone you didn't like.

You work alone.

**AHA!**

**We're not always the best judge of what it's  
like to be on the other side of us!**

# TODAY



Introduce the  
5 Voices.

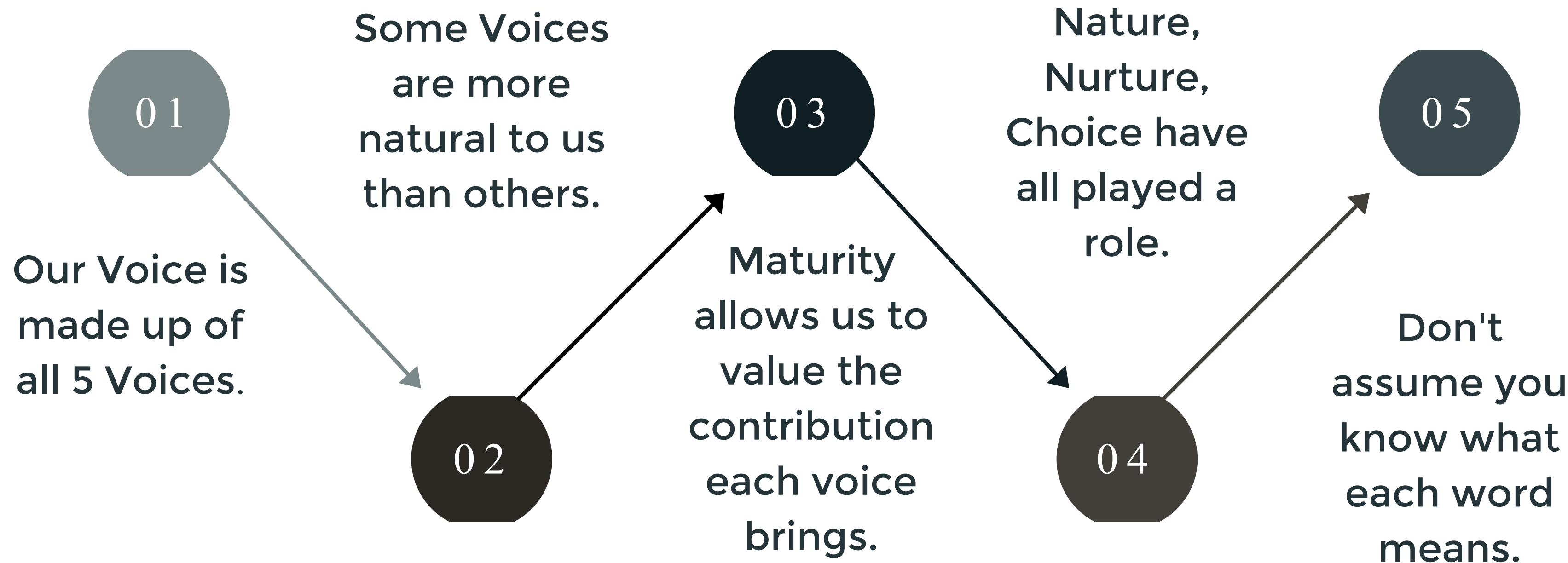


Discover your  
Voice order.

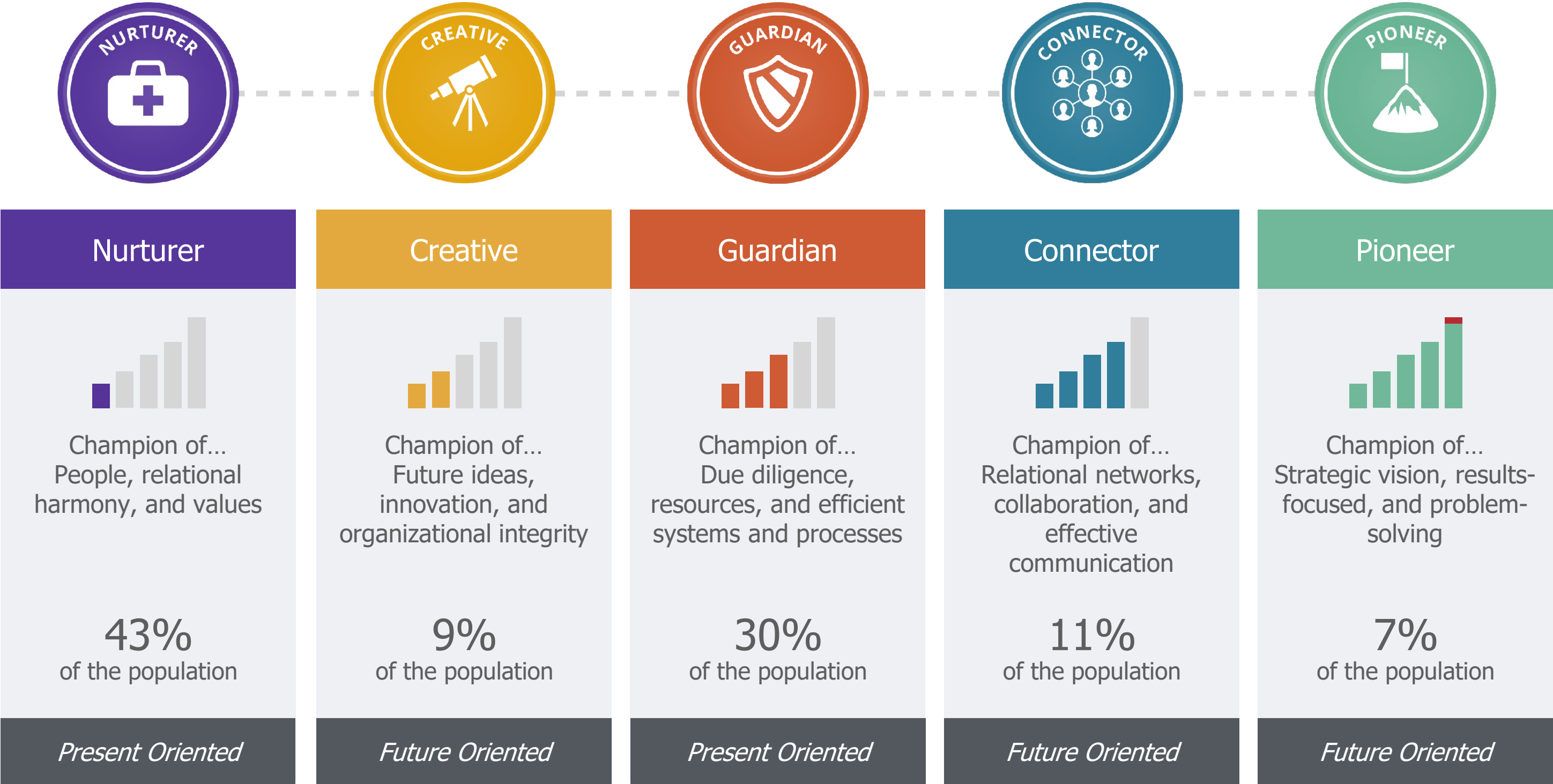


Use KYLY tool  
to apply  
insights.

# Assumptions



5 VOICES





# TRANSFORMING TEAM COMMUNICATION

WITH SOPHIE PRESTON certified GiANT Guide.



**Sophie Preston**

Director of Training, OMES  
Owner at Intentional Werks



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## SCAN ME!



Scan the QR code to  
take the free  
assessment.

Contact me to leave feedback on  
your experience or let me know  
how we can bring GiANT tools to  
your organization.

Catalysts are individuals in your  
organization that receive GiANT  
certifications and are trained to  
systematically improve your  
organization from within.

Your Voice Order: \_\_\_\_\_

## GiANT

## DISCOVERING YOUR VOICE



### NURTURERS

- ☐ Intuitively feel how an organization will react to a new idea.
- ☐ Defend values - people will always come before profit.
- ☐ Function as the relational oil inside teams and organizations.
- ☐ Are realists who ask, "Has this really been thought through?"
- ☐ Take genuine delight in celebrating the achievements of others and natural team players.
- ☐ Can become overly resistant to change and demonstrate passive-aggressive tendencies.
- ☐ Rarely value the contribution they make.



### CREATIVES

- ☐ Are conceptual architects and love to think outside the box.
- ☐ Function as an "early warning radar system" for teams, often seeing the opportunities and dangers long before everyone else.
- ☐ Are never satisfied with the status quo - they inherently believe things can always be better.
- ☐ If the vision is compelling the word "can't" is not in their vocabulary.
- ☐ Often struggle with the fact that "people never seem to fully understand my ideas".
- ☐ Exhibit a strong social conscience and desire for personal and organizational integrity.
- ☐ Being perfectionists they can often fail to celebrate the 90% that has been achieved, focusing instead on the 10% that hasn't!



### GUARDIANS

- ☐ Have a relentless commitment to asking the difficult questions.
- ☐ Will always seek to honor the past as teams look toward the future.
- ☐ Accept as personal the commitment to deliver projects on time and on budget.
- ☐ Have the ability to detach decision-making from personal sentiments.
- ☐ Are naturally risk-averse asking "is it worth the risk and investment?"
- ☐ Respect and value logic, order, systems, and repeatable processes.
- ☐ Their desire for truth and the right decisions can sometimes override the feelings of others.

## GiANT

## DISCOVERING YOUR VOICE



### CONNECTORS

- ☐ Are persuasive and inspirational communicators - rallying people to causes and things they believe in.
- ☐ Are incredibly resourceful - "Whatever we need, I can get it, or I have a source."
- ☐ Can maintain a large number of relationships.
- ☐ Know how to connect with people and their aspirations.
- ☐ Need appreciation and credit for making key connections - "Are you aware of what I've done?"
- ☐ Their people-pleasing tendencies mean they often struggle to bring effective challenge.
- ☐ Often struggle to hear or engage fully with critical feedback.



### PIONEERS

- ☐ Approach life with an "anything is possible!" attitude.
- ☐ Visioning and shaping a scalable future is always the highest priority.
- ☐ Their strategic military thinking makes them incredibly effective at aligning people, systems, and resources.
- ☐ Winning is a massive driver, they hate to give up & will drive the team long after others would have given up.
- ☐ Are powerful communicators, using logic and rationality to provide an attractive and compelling vision of the future.
- ☐ The immature Pioneer can often appear very arrogant with a "me-focused" agenda.
- ☐ Quickly dismiss the contributions of those they don't believe to be competent or experienced.





# Your Voice Order



1

**My Foundational Voice, my default pattern of communication & thinking. Unconscious Competence.**



2



3

**Not my Foundational Voice but I value it and it's easily accessible.**



4



5

**Not my Foundational Voice, I find it hard to value and hard to access. Conscious Incompetence.**



**NURTURER**  
Champion of people, relational harmony, and values.



# Nurturer

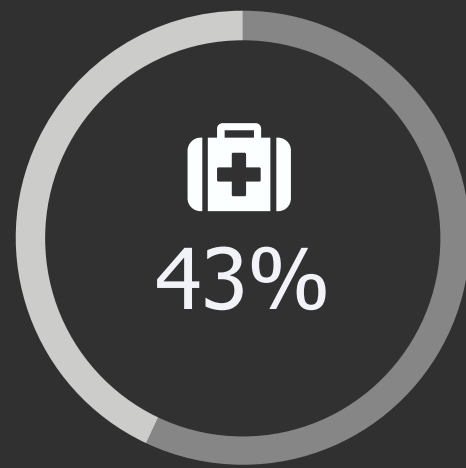
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- They intuitively feel how an organization will react to a new idea
- They defend values - people will always come before profit
- They function as the relational oil inside teams and organizations
- They are pragmatic realists who ask "has this really been thought through?"
- They take genuine delight in celebrating the achievements of others
- They are natural team players
- They can become overly resistant to change & demonstrate passive aggressive tendencies
- They rarely value the contribution they make



# FIRST VOICE PERCENTAGES

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## Nurturer

Champion of people,  
relational harmony and  
values



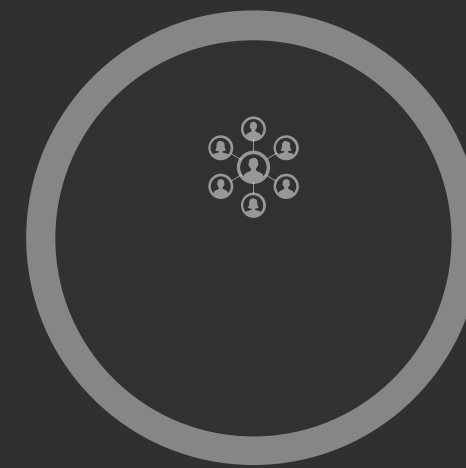
## Creative

Future ideas, innovation  
and organizational  
integrity.



## Guardian

Due diligence, resources,  
and efficient systems and  
processes



## Connector

Relational networks,  
internal collaboration, and  
effective communication

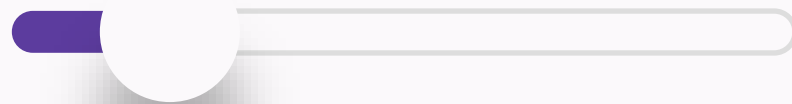


## Pioneer

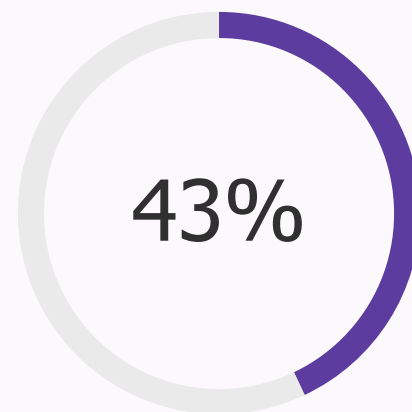
Strategic vision, results-  
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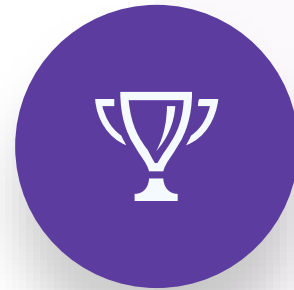
VOICE VOLUME



POPULATION



43%



## CHAMPION OF

People, relational harmony, and values



## WATCH OUT FOR

Nurturers have a fear of conflict and often won't speak out, beware of silence



## HOW TO EMPOWER THEM

Let them speak first, affirm their competence and the genuine value of their contribution



## CREATIVE

Champion of future ideas, innovation, and organizational integrity.

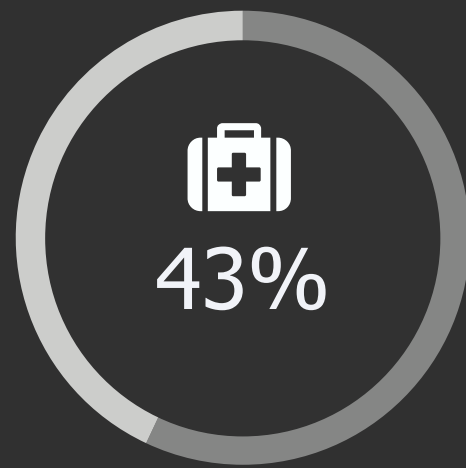


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- They are the conceptual architects and love to think outside the box
- They function as an “early warning radar system” for teams, often seeing the opportunities and dangers long before everyone else
- They are never satisfied with the status quo - they inherently believe things can always be better
- If the vision is compelling the word “can’t” is not in their vocabulary
- They often struggle with the fact that “people never seem to fully understand my ideas”
- They exhibit a strong social conscience and desire for personal and organizational integrity
- Being internal perfectionists, they can often fail to celebrate the 90% that has been achieved, focusing instead on the 10% that hasn’t!

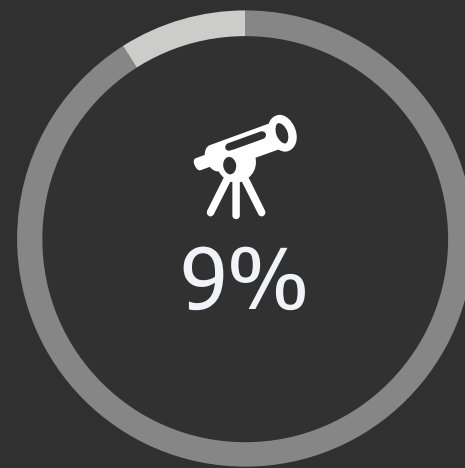
# FIRST VOICE PERCENTAGES

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## Nurturer

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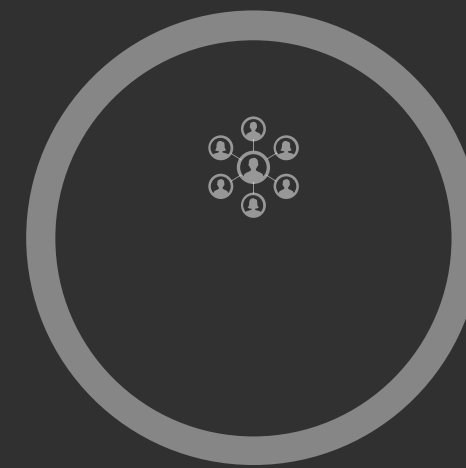
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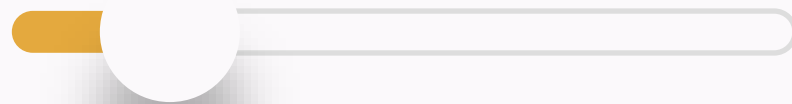


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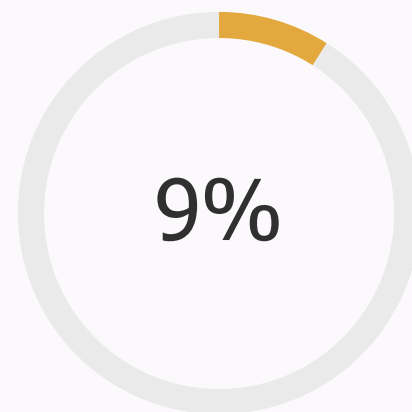
Strategic vision, results-  
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# Creative

## VOICE VOLUME



## POPULATION



### CHAMPION OF

Future ideas, innovation, and organizational integrity



### WATCH OUT FOR

Creatives can struggle to communicate effectively and have idealist perfectionist tendencies



### HOW TO EMPOWER THEM

Don't judge them on what they say first, help them communicate their ideas. Let them know it's ok to be wrong sometimes





**GUARDIAN**

Champion of due diligence, resources, and efficient systems and processes.

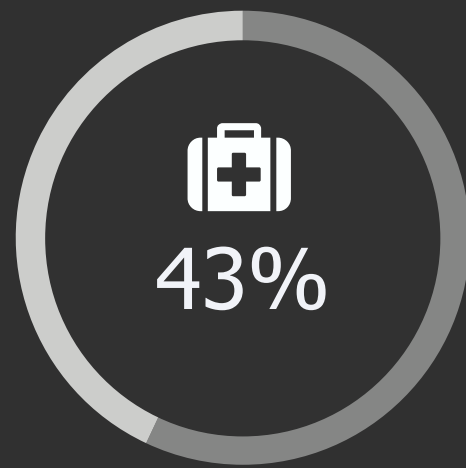
# Guardian

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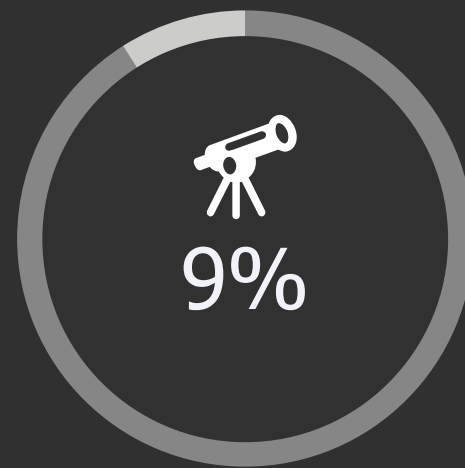
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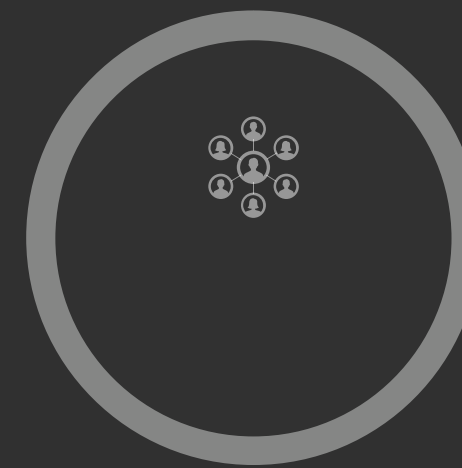
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## Pioneer

Strategic vision, results-  
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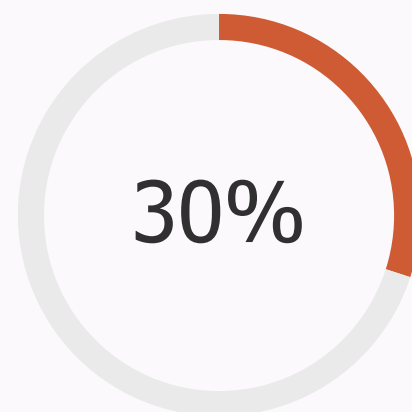


# Guardian

VOICE VOLUME



POPULATION



## CHAMPION OF

Due diligence, resources, and efficient systems and processes



## WATCH OUT FOR

Guardians are risk averse, can be negative and bring excessive critique



## HOW TO EMPOWER THEM

Welcome their challenging critique and commitment to due diligence



# CONNECTOR

Champion of relational networks, internal collaboration, and effective communication.



# Connector

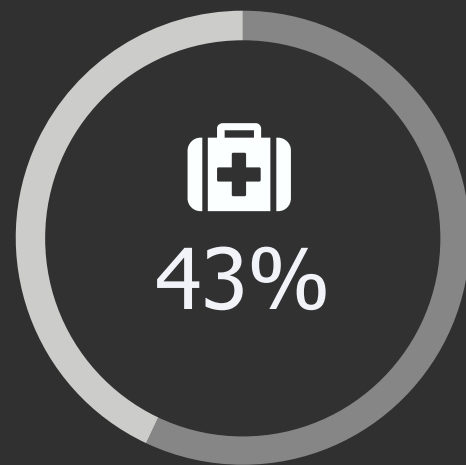
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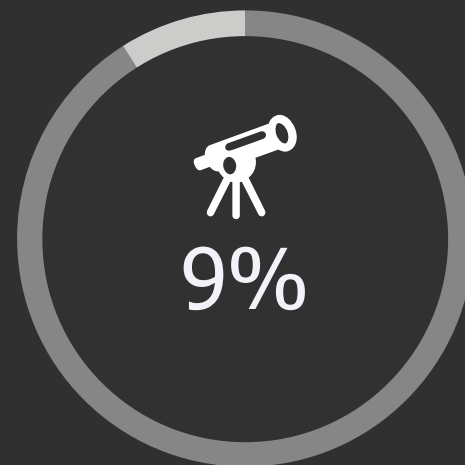
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Champion of people,  
relational harmony and  
values



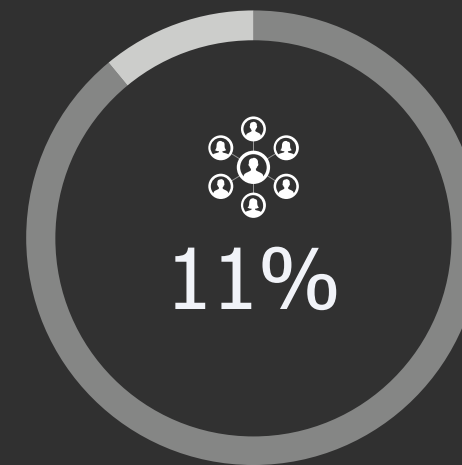
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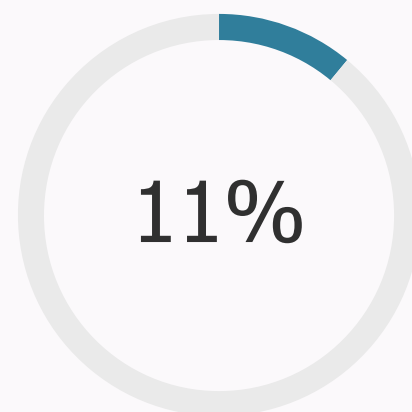
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# Connector

VOICE VOLUME



POPULATION



## CHAMPION OF

Relational networks, internal collaboration, and effective communication



## WATCH OUT FOR

Connectors always interpret challenge of their ideas as personal



## HOW TO EMPOWER THEM

Give them time to share their ideas and passions, appreciate before you critique



**PIONEER**

Champion of strategic vision, results, and problem-solving



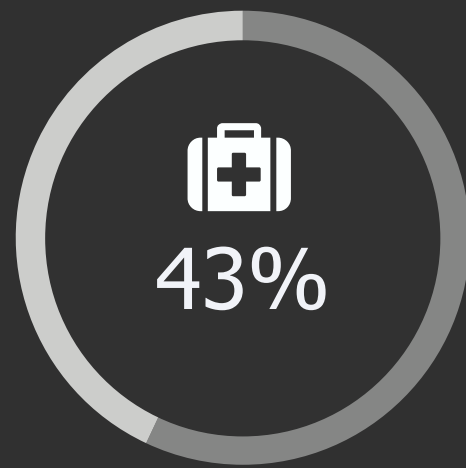
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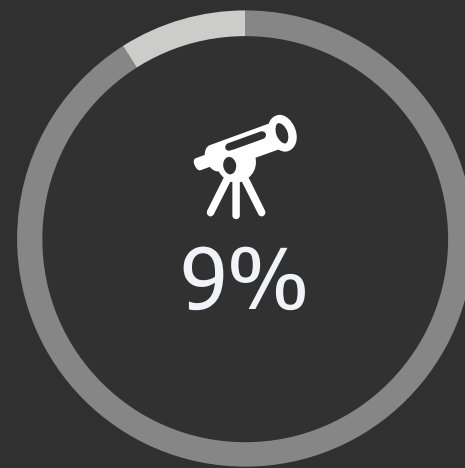
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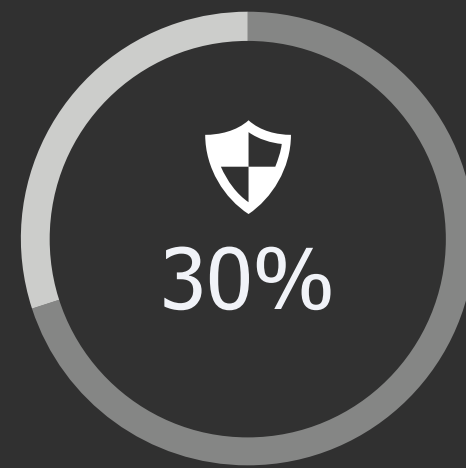
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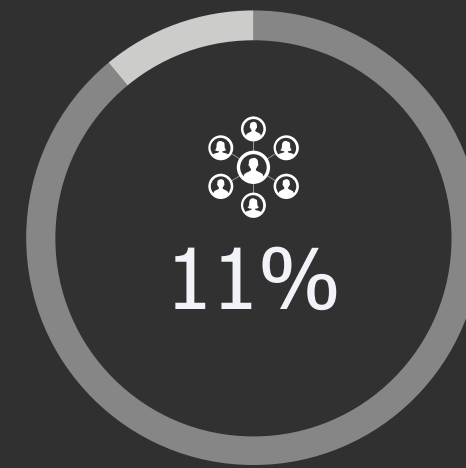
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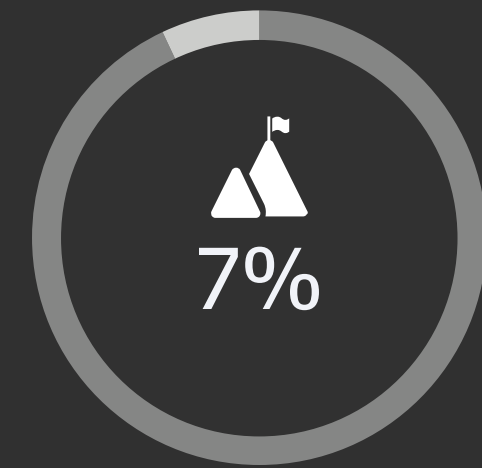
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Connector

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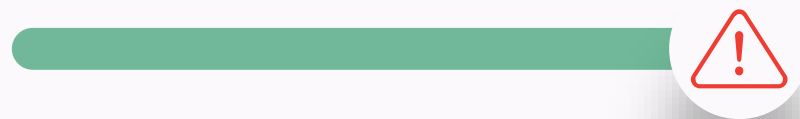


Pioneer

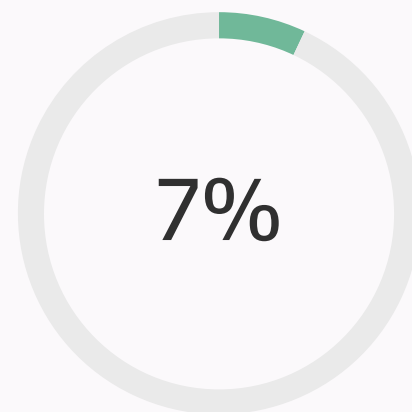
Strategic vision, results-  
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solving

# Pioneer

VOICE VOLUME



POPULATION



## CHAMPION OF

Strategic vision, results-focused, and problem-solving



## WATCH OUT FOR

Pioneers lack sensitivity, can be unwilling to listen, and perceived as arrogant



## HOW TO EMPOWER THEM

Don't worry - they empower themselves. Just affirm their competence



# Your Voice Order



1

**My Foundational Voice, my default pattern of communication & thinking. Unconscious Competence.**



2



3

**Not my Foundational Voice but I value it and it's easily accessible.**



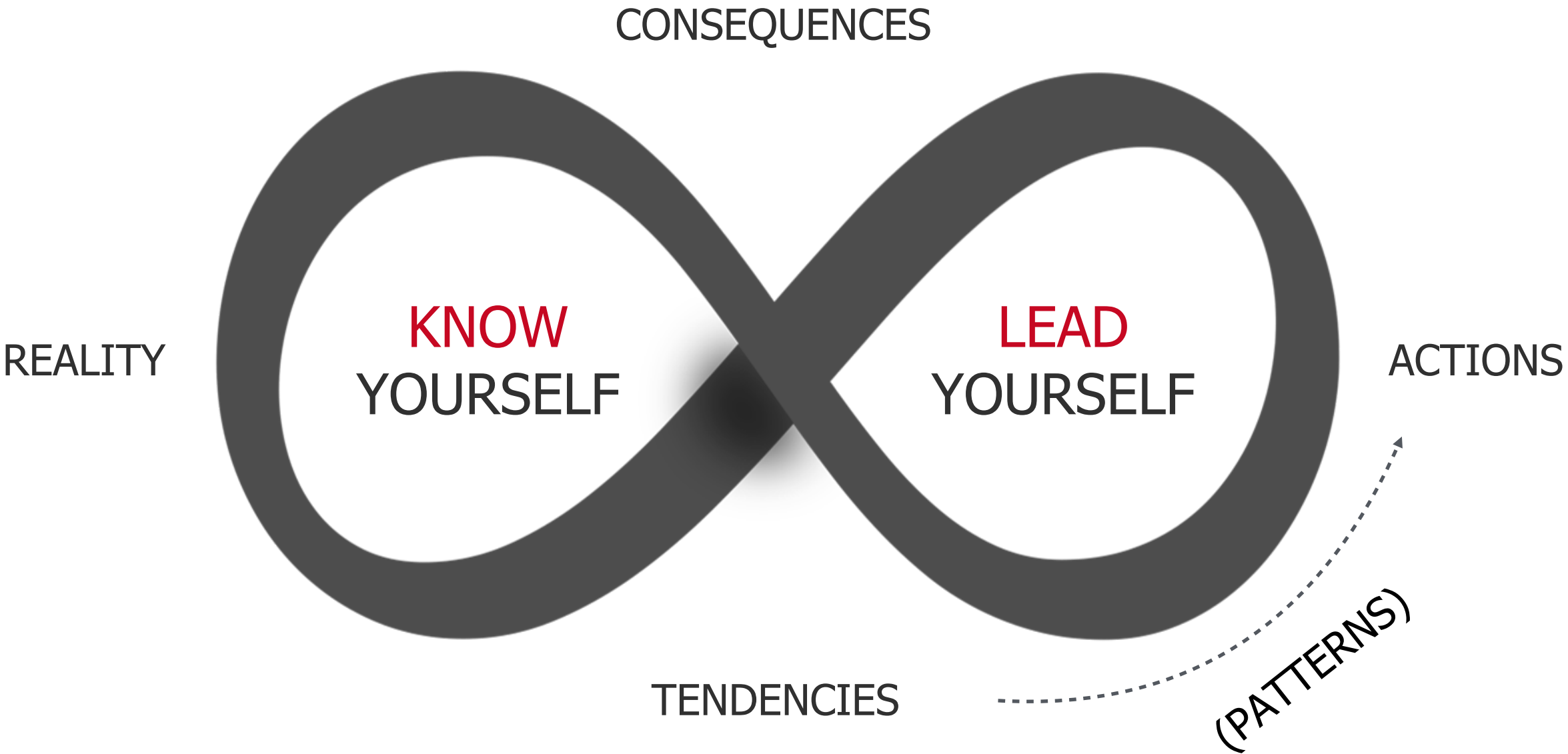
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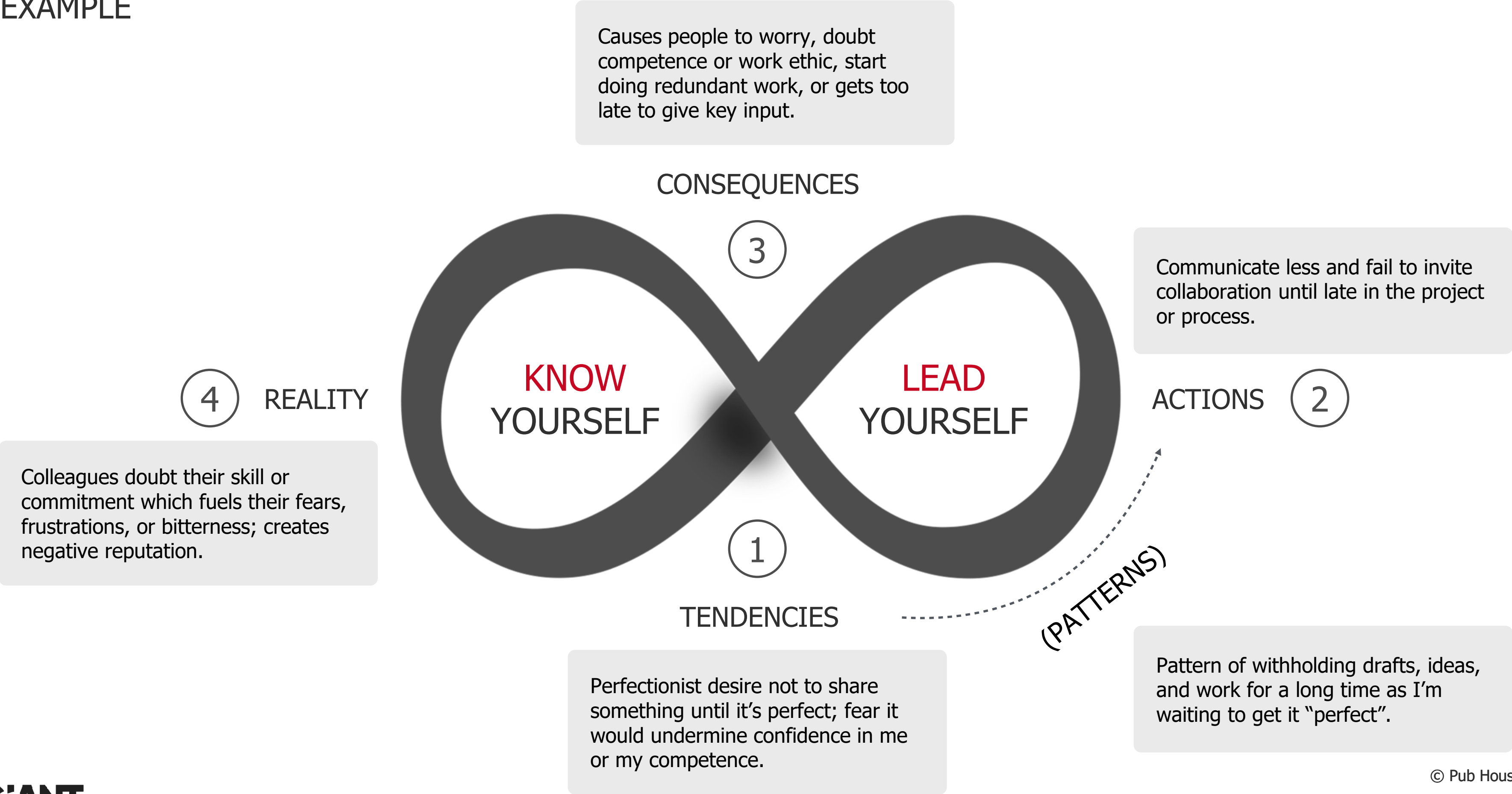
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**Not my Foundational Voice, I find it hard to value and hard to access. Conscious Incompetence.**

KNOW YOURSELF TO LEAD YOURSELF

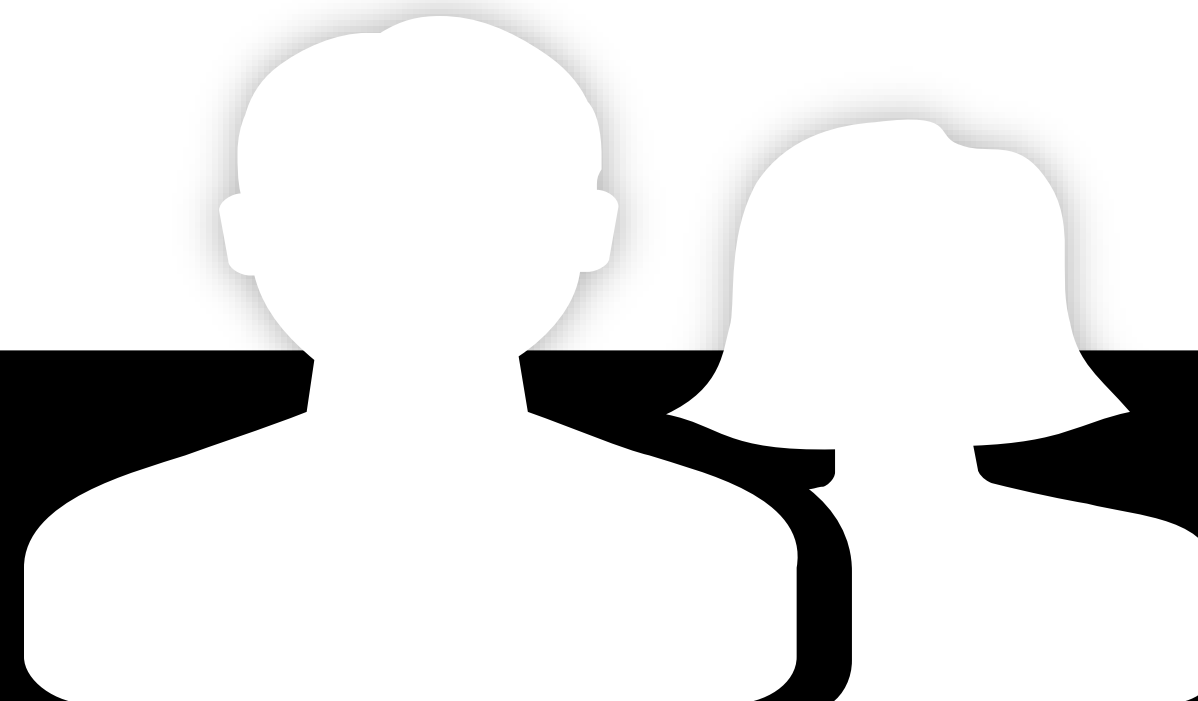


EXAMPLE



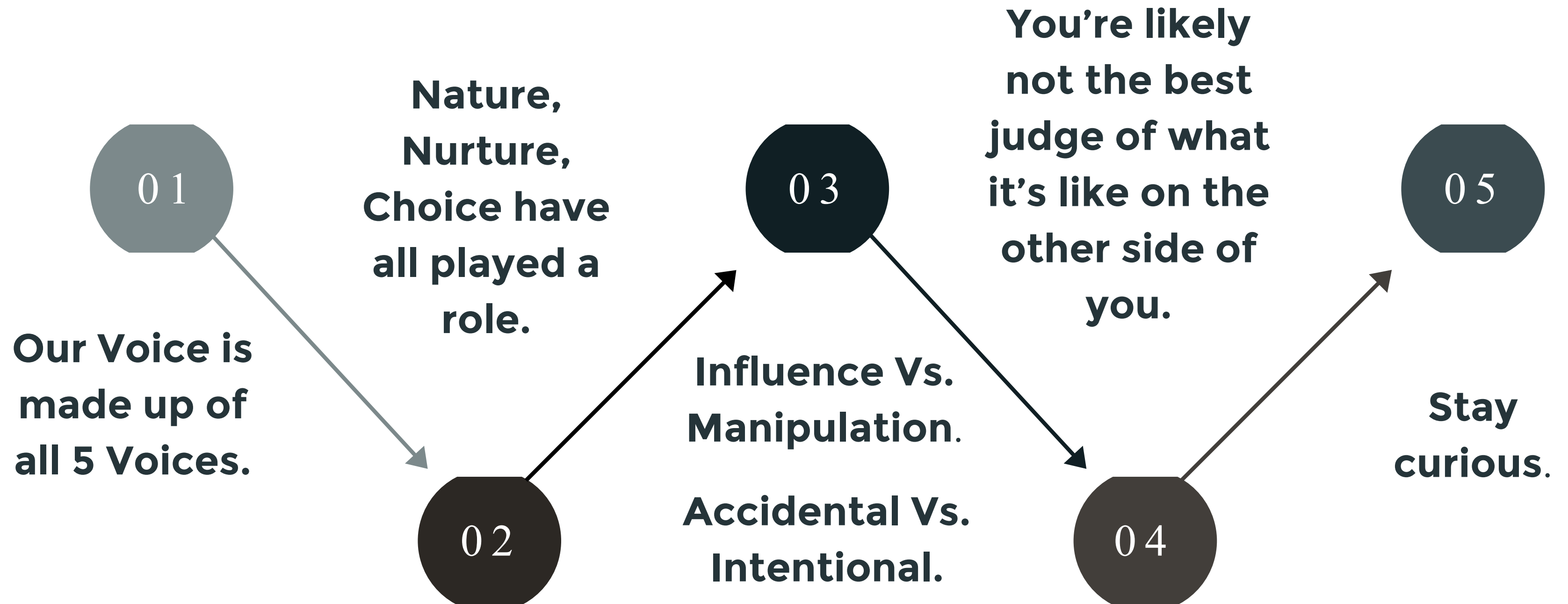


# PAIRS EXERCISE



**Turn to your neighbor and talk through this tool with them.**

# Takeaways





# THANK YOU

»»Contact: [sophie.preston@omes.ok.gov](mailto:sophie.preston@omes.ok.gov)

