

COMMUNICATION STRATEGIES

AGGRESSIVE/PASSIVE/PASSIVE-AGGRESSIVE/ASSERTIVE

DID YOU KNOW THAT COMMUNICATION IS 20% WHAT YOU SAY AND 80% HOW YOU SAY IT?

- BE AWARE OF YOUR BODY LANGUAGE AND NON-VERBALS
- IT IS MUCH MORE HONEST THAN THE WORDS COMING OUT OF YOUR MOUTH.
- TEXTING IS DANGEROUS, THERE ARE NO VOICE INFLECTIONS, BODY LINGO, FACIAL EXPRESSIONS, ETC.

AGGRESSIVE COMMUNICATION

- FORCEFUL WORDS
- HOSTILE NON-VERBALS
- SELF-SEEKING, SELF-CENTERED
- USES YOU'D BETTER...OR YOU SHOULD

PASSIVE-AGGRESSIVE STYLE

- USES SARCASM AND "JOKES" TO GET THEIR POINT ACROSS
- AVOIDS CONFRONTATION, SAYS "I'M FINE" AND ROLLS THEIR EYES
- USES SILENCE TO GET ATTENTION
- SAYS "WHATEVER...." TO SHUT SOMEONE DOWN
- AGREES TO DO SOMETHING THEN BUT MAKES EXCUSES

PASSIVE STYLE OF COMMUNICATION

- AVOIDS CONFRONTATION AT ALL COSTS
- MUMBLES, SAYS OK OR "NO PROBLEM" WHEN IT IS A PROBLEM
- AVOIDS EYE CONTACT, OTHER PEOPLE TREAT THEM LIKE A DOORMAT.

ASSERTIVE COMMUNICATION

- USE "I FEEL" STATEMENTS TO CONVEY THEIR PERSPECTIVE WITHOUT BEING AGGRESSIVE.
 - "I FEEL _____ (EMOTION) WHEN YOU DO _____ (SPECIFIC ACTION) AND I'D RATHER YOU DID _____ (SPECIFIC ACTION) INSTEAD."

THE REPLY IN THIS FORMULA IS:

- "WHAT I HEAR YOU SAYING IS _____ (PARAPHRASE FOR CONTENT, NOT PARROTING EXACTLY WHAT THEY SAID). IS THIS CORRECT?"
 - GIVE THEM A CHANCE TO AGREE OR DISAGREE UNTIL RESOLVED.

IF YOU DO NOT OFFER AN
ALTERNATIVE ACTION
"I'D RATHER YOU DID _____ INSTEAD"

**THEN YOU'RE JUST BITCHING AND NOTHING GETS
RESOLVED.**

AVOID THE WORDS "**YOU ALWAYS**" OR "**YOU NEVER**"

IT'S ALMOST ALWAYS A GOOD
WAY TO START AN ARGUMENT.

*AND IT'S ALMOST **NEVER** TRUE.*

**It will put them on the DEFENSIVE
and nothing gets resolved.**

NOW....LET'S PUT THIS INTO PRACTICE....

Think of the last time you were upset with
someone.

Find someone in the room to be that person, and start with

**"I feel_____when you _____and I'd rather
you _____instead."**

Then THAT person has to paraphrase the first person's I FEEL
statement focusing on context and how they felt.

**"What I hear you saying is_____, is that
correct?"**

FEELINGS WORDS---REMEMBER, **ANGER HIDES MANY OF THESE EMOTIONS....**

- ANXIOUS
- NEGLECTED
- BETRAYED
- ABANDONED
- FRUSTRATED
- ANNOYED
- JEALOUS
- BELITTLED
- UNAPPRECIATED

UNLOVED

MISUNDERSTOOD

INADEQUATE

EMBARRASSED

ASHAMED

UNDESIRABLE

CRUSHED

HEARTBROKEN

DISTRUSTFUL