



# Communicate!

## 16e Chapter 8:

Interpersonal  
Communication

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## **1. Compose effective emotional support messages.**

2. Practice direct and indirect strategies for managing privacy and disclosure.
3. Express your desires and expectations assertively.
4. Manage interpersonal conflict by using an appropriate conflict management style.

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# Interpersonal Communication

# Communication Climate:

overall emotional tone of a relationship

- **Positive communication climate** (valued/supported)
- **Confirming communication messages** (You're Important)
- **Disconfirming communication messages** (lack of regard)

# Providing Emotional Support

- Supportive communication
- Emotional support
- Ethic of care
- Emotional intelligence



# Providing Emotional Support

# Comforting:

helping people feel better about themselves, their behavior, or their situation by creating a safe conversational space to express feelings



# Comforting Guidelines:

- + Clarify supportive intentions.
- + Buffer potential face threats.
- + *Positive face needs*
- + *Negative face needs*
- + Use other-centered messages
- + Reframe the situation
- + Give advice (options)

# Managing Privacy and Disclosure

# **Communication Privacy Management (CPM) Theory:**



**the decision-making process regarding whether or not to disclose confidential information about oneself or others**

# Disclosure:

revealing  
confidential  
information about  
yourself or others

- Privacy management



**Effects of  
disclosure and  
privacy on  
relationships:**

- Reciprocity
- Intimacy
- Information co-ownership

- Be honest.
- Self-disclose the kind of information you want others to disclose to you.
- Self-disclose private information only when doing so represents an acceptable risk.
- Use I statements.
- Move gradually to deeper levels of self-disclosure.
- Continue self-disclosing only if it is reciprocated.



# Sharing personal feelings

- Identify what triggered the feeling.
- Identify the specific emotion you feel as a result.
- Frame your response as an “I” statement.



## Providing personal feedback

- Describe specific behavior.
- Praise positive behavior.



# **Give constructive criticism.**

- Ask permission first
- Describe the behavior and its consequences precisely
- Preface criticism with an affirming statement
- When appropriate, suggest behavioral changes

# Managing Privacy and Disclosure

# Privacy management guidelines:

## Indirect strategies

- Change the subject.
- Mask feelings.
- Practice strategic ambiguity.

# **Direct strategy (establish a personal boundary)**

- Recognize why you are choosing not to share the information
- Identify the rule that guided your decision
- Preface your boundary statement with an apology or other face-saving statement
- Form an I-centered message that establishes a boundary

# Expressing Desires and Expectations

Passive communication style

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Aggressive communication style

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Passive-aggressive communication style

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Assertive communication style



## **Cultural and co-cultural considerations**

- Individualist/collectivist cultures
- Gender socialization
- Observe before communicating

# Managing Interpersonal Conflict



# **Interpersonal Conflict:**

**an expressed struggle between two interdependent people who perceive incompatible goals, scarce resources, and interference from the other in achieving goals**

Avoiding (Lose-Lose)

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Accommodating (Lose-Win)

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Competing (Win-Lose)

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Compromising (Partial Lose-Lose)

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Collaborating (Win-Win)

# Initiating:

- Identify the problem and own it.
- Describe the problem in terms of behavior, consequences, and feelings.
- Refrain from blaming or accusing.
- Find common ground.
- Mentally rehearse so that you can state your request briefly.

# **Shaping a conversation toward collaboration:**

- Disengage.
- Respond with genuine concern.
- Paraphrase and ask questions.
- Seek common ground.
- Ask for alternative solutions.