

## S-TLC: Communication Options in Conflict

### Other-Centered Approach

Options: nonassertive communication

Outcomes: lose-lose, lose-win

Strategies: avoiding, accommodating

#### Signals of Nonassertiveness:

- Evasive eye contact
- Excessive head nodding
- Verbal fillers (“uh, um”)
- Negators (“this probably won’t work, but...”)
- Self-demeanors (“I know I don’t really know much about this but...”)
- Inequality messages
- Question-form (“that might work, don’t you think?”)

### Self-Centered Approach

Options: passive-aggressive, aggressive

Outcomes: win-lose

Strategies: backstabbing/sabotage, forcing, competition

#### Signals of Aggressiveness:

- Loud voice
- Gestures such as finger pointing
- Space invading
- Sarcastic/demeaning tone
- Interrupting
- Use of threats (“you better...”)
- Evaluative statements (“you’re wrong, that’s unrealistic”)
- Allness messages (“that’s a fact...”)
- Extreme positions
- Inequality/you messages

### Relationship-Centered Approach

Options: assertive communication

Outcomes: win-win

Strategies: compromise, collaboration

#### Signals of Assertiveness:

- Direct eye contact
- Relaxed body posture
- Strong voice
- I-language
- “We” messages (willingness to cooperate)
- Avoiding verbal fillers
- Avoiding self-demeanors
- Expressive facial messages
- Equality messages
- Descriptive messages
- Stating how problem affects you
- Allowing the other person to save face
- Wait to respond, if necessary