

PERSONAL GROWTH LAB - PGP

For UG-2 Students
IIIT, Sri City

Session – 3

Communication Style

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Agenda

1	Introduction
2	Styles of Communication
3	Impact of my style on communication
4	Wrap up

Communication Styles

Module 1, My Style and its Impact



Objectives


- Understand the philosophy of being assertive.
- Recognize the differences between being assertive & aggressive
- Tips and Techniques

Have you ever felt...

- ... uncomfortable to say "no"?
 - ... that others regard you as "meek"?
 - ... that it's better to be "well liked" than well respected?
 - ... that outbursts of anger are appropriate?
 - ... that intimidation is the only way you can get what you want?
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- If any of the above sound like you, then we are good to continue...
 - Lets explore some of these very common styles in people.

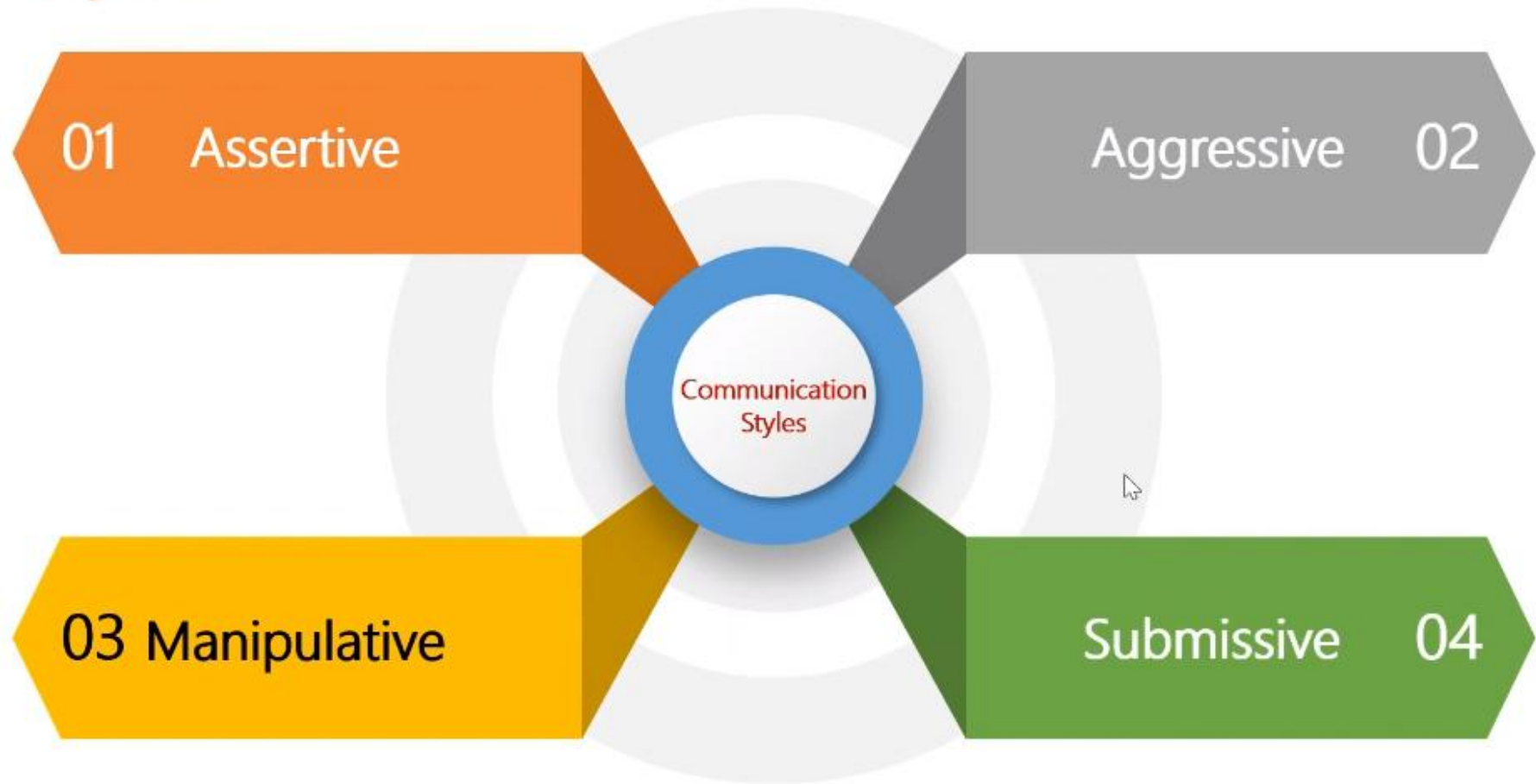
Bill of Rights – I have the right to...

- Be the judge of what I do and what I think.
- Refuse to find solutions to other people's problems.
- Change my mind.
- Make mistakes.
- Say "i don't know".
- Make my own decisions.
- Say "i don't understand".
- Say "no" - without feeling guilty.
- Be miserable or cheerful.
- Set my own priorities.
- Be myself without having to act for other peoples benefit.



**Which of the rights do
you find it most
difficult to assert?
Why?**

Four Styles



Assertive Style

- Assertiveness is knowing your own needs, rights, wants and goals and asking for them to be met while acknowledging the needs, rights, wants and goals of the other person.
- It is the healthiest and most effective style of communication, a sweet spot between being too aggressive and too passive.

Assertive	Behavioural Characteristics,
	Non – Verbal language,
	Words and language they use and
	How others perceive and feel them.

Why are people not assertive?

1. Fear of change.
2. Fear of ruining relationships, if you speak your mind.
3. Fear of making mistakes
4. Fear of displeasing others
5. Fear of disapproval
6. Lack confidence in your ability

Behavioral Characteristics - Assertive Style

1. Achieving goals without hurting others
2. Protective of own rights and respectful of others' rights
3. Socially and emotionally expressive
4. Making your own choices and taking responsibility for them
5. Asking directly for needs to be met, while accepting the possibility of rejection
6. Accepting compliments

Non-Verbal Behaviour - Assertive Style

1. Voice – medium pitch and speed and volume
2. Posture – open posture, symmetrical balance, tall, relaxed, no fidgeting
3. Gestures – even, rounded, expansive
4. Facial expression – good eye contact
5. Spatial position – in control, respectful of others

Language - Assertive Style

1. "Please would you turn the volume down? I am really struggling to concentrate."
2. "I am so sorry, but I won't be able to help you with your project this afternoon, as I have a doctor appointment."

How others Perceive & Feel - Assertive Style

1. They can take the person at their word
2. They know where they stand with the person
3. The person can cope with justified criticism and accept compliments
4. The person can look after themselves
5. Respect for the person

Aggressive Style

1. Aggressive style is about winning at someone else's expense.
2. Aggressive people behave as if their needs are the most important, they have more rights, and have more to contribute than other people.
3. Ineffective communication style as the message may get lost because people are too busy reacting to the way it's delivered.

Behavioural Characteristics - Aggressive Style

1. Frightening, threatening, loud, hostile
2. Willing to achieve goals at expense of others
3. Out to "win"
4. Demanding, abrasive
5. Confrontational
6. Explosive, unpredictable
7. Intimidating
8. Bullying

Non-Verbal Behaviour - Aggressive Style

1. Voice – volume is loud
2. Posture – 'bigger than' others
3. Gestures - big, fast, sharp/jerky
4. Facial expression – scowl, frown, glare
5. Spatial position - Invade others' personal space, try to stand 'over' others

Language - Aggressive Style

1. "You are crazy!"
2. "Do it my way!"
3. "You make me sick!"
4. "That is just about enough out of you!"
5. Sarcasm, name-calling, threatening, blaming, insulting...

How others Perceive & Feel - Aggressive Style

1. Defensive, aggressive (withdraw or fight back)
2. Uncooperative
3. Resentful/Unforgiving
4. Humiliated/degraded
5. Hurt
6. A loss of respect for the aggressive person
7. Mistakes and problems are not reported to an aggressive person in case they "blow up".
8. Others are afraid of being exploited

Manipulative Style

1. This style is scheming, calculating and shrewd.
2. Manipulative communicators are skilled at influencing or controlling others to their own advantage.
3. Their spoken words hide an underlying message, of which the other person may be totally unaware.

Manipulative	Behavioural Characteristics,
	Non – Verbal language,
	Words and language they use and
	How others perceive and feel them.

Behavioral Characteristics - Manipulative Style

1. Cunning
2. Controlling of others in an sinister way – example - by sulking
3. Asking indirectly for needs to be met
4. Making others feel obliged or sorry for them.
5. Uses 'artificial' tears

Non-Verbal Behavior - Manipulative Style

- 1. Voice – patronizing, envious, ingratiating, often high pitch
- 2. Facial expression – Can put on dejected or guilty expression

Language - Manipulative Style

- 1. "You are so lucky to have those chocolates, I wish I had some.
- 2. "I can't afford such expensive chocolates."
- 3. "I didn't have time to buy anything, so I had to wear this dress. I just hope I don't look too awful in it." ('Fishing' for a compliment).

How others Perceive & Feel - Manipulative Style

1. Guilty
2. Frustrated
3. Angry, irritated or annoyed
4. Resentful
5. Others feel they never know where they stand with a manipulative person
6. Others are annoyed at constantly having to try and work out what is going on.

Submissive Style

1. This style is about pleasing other people and avoiding conflict.
2. A submissive person behaves as if other peoples' needs are more important, than theirs
3. Assumes that other people have more rights and more to contribute.

Submissive	Behavioural Characteristics,
	Non – Verbal language,
	Words and language they use and
	How others perceive and feel them.

Behavioral Characteristics - Submissive Style

1. Apologetic (feel as if you are imposing when you ask for what you want)
2. Avoiding any confrontation
3. Finding difficulty in taking responsibility or decisions
4. Yielding to someone else's preferences (discounting own rights & needs)
5. Opting out
6. Feeling like a victim
7. Blaming self for events
8. Refusing compliments
9. Inexpressive (of feelings and desires)

Non-Verbal Behavior - Submissive Style

1. Voice – Volume is soft
2. Posture – make themselves as small as possible, head down
3. Gestures – twist and fidget
4. Facial expression – no eye contact
5. Spatial position – make themselves smaller/lower than others
6. Submissive behavior is marked by a martyr-like attitude (victim mentality) and a refusal to try out initiatives, which might improve things.

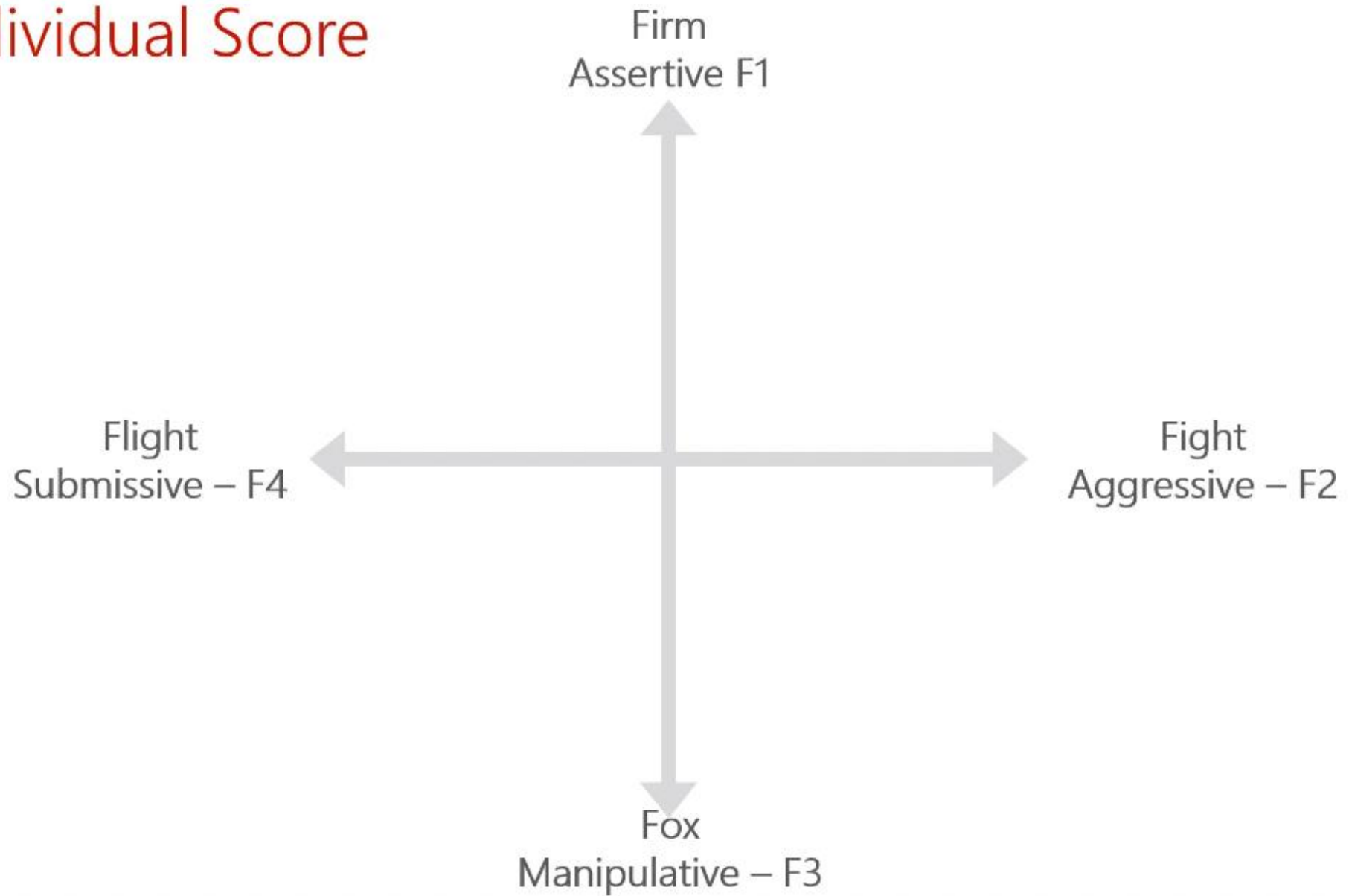
Language - Submissive Style

1. "Oh, it's nothing, really."
2. "Oh, that's all right; I didn't want it anymore."
3. "You choose; anything is fine."

How others Perceive & Feel - Submissive Style

1. Irritated
2. Frustrated
3. Guilty
4. You don't know what you want (and so discount you)
5. They can take advantage of you.
6. Others resent the low energy
7. Give up efforts to help them.

Individual Score



Tips and Techniques

Module 2.

Being Assertive

1. Be honest and direct about your feelings, needs, beliefs.
2. Express yourself firmly and directly to specific individual.
3. be reasonable in your requests
4. State your viewpoint without being hesitant or apologetic.
5. Be honest when giving or receiving feedback.
6. Learn to say "no" to unreasonable expectations.
7. Paraphrase what others have stated to you.





Making a Request



Bargaining



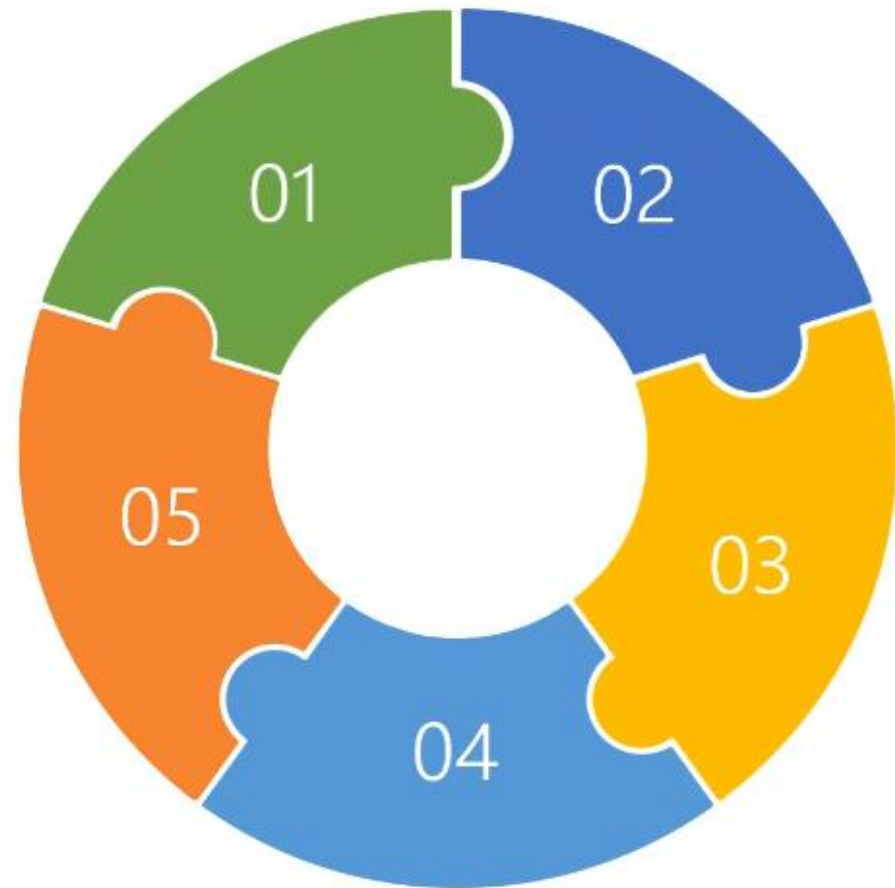
Respond to Criticism



Appeal to Authority



Practice



Making a Request

- State your request firmly and clearly to the persons concerned
- Choose the best time and place
- Say exactly what you want
- Do not underestimate or exaggerate your need
- Focus on the positive
- Acknowledge the importance of the person
- Give sometime to the person to think over
- Repeat the request if needed
- Be prepared to create a Win-Win

Bargaining

- Use negotiation and exchange of benefits or favours to influence others, based on tactics of social obligation and reciprocity.
- Remind other person of past favours or offers new considerations in order to get things done, relies on trade.
- Bargaining is common, used more with same level, than levels above.

Respond to Criticism

- Listen to the criticism
- Ask the person to be specific
- Decide on the truth of the criticism
- If criticism is based on truth agree, apologise and assure that you will correct your mistake
- If false, reject it clearly, tell how you feel about it, ask for an explanation and make an affirmative
- Let go

Appeal to Authority

- Use higher up's who have power over others.
- Leverage other people or outside power to influence the target person indirectly.
- Influence by formally appealing to the chain of command or by informally asking higher management to request or to speak to the target person on their behalf.
- Mostly used at same level than the higher level, as it is perceived risky.

Practice

- To become assertiveness and build relationships, you have practice the new skills and apply them consistently.
- Takes time for your family and friends to adjust to your new behavior. – Pleased Vs threatened & fear
- Give yourself time and make any changes gradually.
- As your assertive behavior starts to feel more natural, you begin to feel more confident and relaxed with yourself.

My Challenge Situation – Reflections

1. What is your style?
2. What is the other person's style?
3. What should you change?
4. What will your logical and rational points be?
5. What conditional compromises or concessions can you make?
6. How will you listen and state your points without defense?
7. List common goals or benefits do you see?

To Summarize...

- Standing up for one's own rights, by respecting others rights.
- Expressing thoughts, feelings and beliefs in direct, honest and appropriate ways.
 - Face the other person directly
 - Maintain good eye contact
 - No fidgeting with objects
 - Facial expression should match with the message conveyed
 - Voice should be firm but calm
 - Speak slowly but at a normal volume
- Have control over anger, this does not mean you suppress feelings, be reasonable and logical

Style Quiz

Behaviour	Style
They like to bully/threaten and have their way	Aggressive
Assesses the situation, respects the persona and ask for rights	Assertive
Never complains, likes to accommodate and suffer in silence	Manipulative
Like to spread rumours, turns and twists things to favour them	Submissive



Final Thoughts

1. You cannot change other people.
2. All you can do is to change Yourself
3. Things and actions are not themselves annoying: the annoyance lies within ourselves, in our response.
4. If you keep doing what you have always done, you will keep on getting what you have always got!

Thank you

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