1. Supportive and defensive communication are almost polar opposites. Defensive communication focusses more on blaming someone and establishing control rather than supportive’s team focus(Doyle, No Date). Supportive seems to focus around problem orientation, not around assigning fault(Doyle, No Date).

Here’s an example: There are three mechanics working on a car. Suddenly, the engine falls out of the vehicle. Using defensive communication, the boss shows up and asks who did it or who broke it. The boss is trying to assign blame. Using supportive communication, a mechanic asks why and how the engine managed to fall out. The mechanic is focusing on the problem.

Another example, this time focusing on speech: two people are arguing. Person 1 is talking loudly, and condescending, where person 2 is confident and waits their turn. In this example, person 1 is being defensive as the person is trying to establish superiority, thinking their ideas are more important so they don’t have to listen. Person 2 is being supportive, by showing equality, person 2 waits until person 1 has finished and listens well.

Gibb, J. (No Date). Defensive Communication. Retrieved from: <http://reagle.org/joseph/2010/conflict/media/gibb-defensive-communication.html>

Doyle, T. (No Date). Communication Unbound, MODULE 5: Interpersonal Communication. Retrieved from: <http://wps.ablongman.com/ab_doyle_communbound_1/13/3532/904232.cw/index.html>

No Author. (No Date). Gibb’s Group Climates 2008. Retrieved from: <http://www.csus.edu/indiv/o/owenb/pdf%20files/Gibb%27sGroupClimates2008.pdf>

2.

a. Listen: use good non-verbal communication behaviors.

b. Make clarifying statements: offer explanations.

c. Discuss: Respond, don’t simply push your ideas.

d. Offer feedback: constructive comments.

e. Mediate conflicts: try to find middle ground during arguments.

UMC Web Team. (Aug 21, 2008). Communication Behaviors for Effective Group Work. Retrieved from: <http://www.speaking.pitt.edu/student/groups/smallgroupbehavior.html>

3. Step 1 is to tell the person what behavior was noticed, followed by giving two possible reasons, and then asking for clarification.

Me: “Hey, I noticed you’re being awefully quiet today. Is something wrong? Do you just not have anything to say? Let us know, you normally say so much.”

4. Nonverval communication is the act of giving and receiving wordless signals (Wikipedia, No Date). This can happen either on purpose, or accidentally (Segal, et. All, Oct 2014).

Some types include: gestures, facial expressions, eye contact, posture, space, voice tone.

Something interesting: an easy way to identify a lie is through inconsistencies between nonverbal communication and verbal communication (Segal, et. All, Oct 2014).

Wikipedia. (No Date). Nonverbal communication. Retrieved from: <http://en.wikipedia.org/wiki/Nonverbal_communication>

Segal, et. All. (October, 2014). Nonverbal Communication. Retrieved from: [www.helpguide.org/articles/relationships/nonverbal-communication.htm](http://www.helpguide.org/articles/relationships/nonverbal-communication.htm)

5.

a. Inconsistencies between verbal and non-verbal communication.

b. The tone of voice being inappropriate.

c. Timing and pace can cause mistakes in understanding.

6. To be beneficial to group discussion, total darkness must not hinder communications. To do so, each member must be capable of properly communicating only through verbal means. Consequently, if all members are not capable of doing so, then darkness can be detrimental. Also, if the group does not know each other, darkness can help break the ice as the members don’t need to get over the physical prejudices that accompany seeing other people. They can immediately assume those opposite them are the best they can be. Similarly, not being able to see someone can make people uneasy, which can hurt communication.