

PERSONAL GROWTH LAB

2021

IIIT, Sri City
Online Session 3 for UG 3 & 4
Communication Styles

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Objectives

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

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 Communication Styles

- Assertive
- Aggressive
- Manipulative
- Submissive

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.

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.

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 and are annoyed at constantly having to try to 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.

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 others 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.

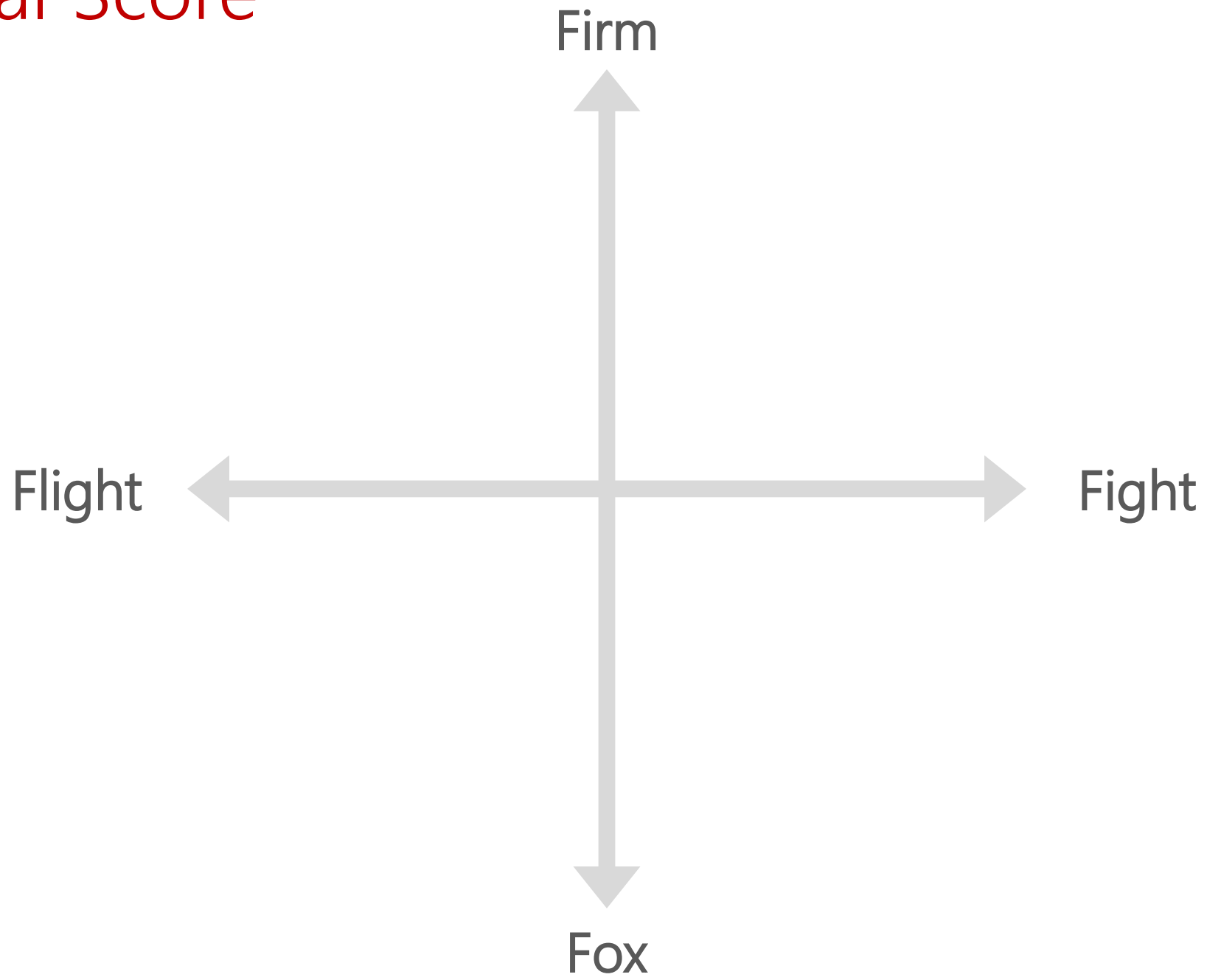
Language - Submissive Style

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 to Being Assertive



Making a Request



Bargaining



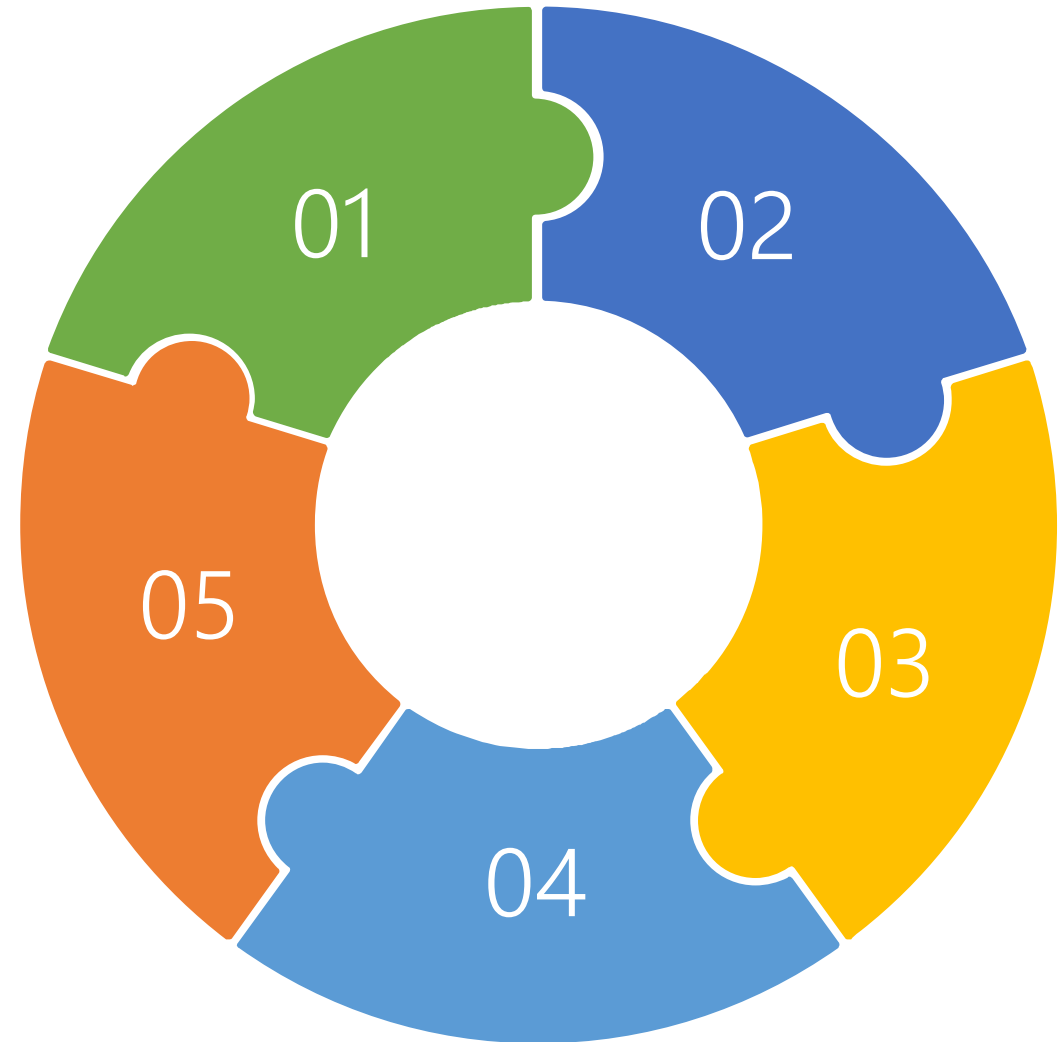
Respond to Criticism



Appeal to Authority



Practice



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

My Challenge Situation – 10 Minutes Work Out

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?

Thank you

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