Week 8 - Day 2 (Ch 8 [cont] - Comfort and Assertiveness)

Tuesday, March 1, 2016

11:00 PM

Audio recording started: 8:10 AM Wednesday, March 2, 2016

Quizlet: <https://quizlet.com/_22fyzk>

Comfort

* How well the relationship deals with tension
* **Relational dialectics** – opposing forces, or tensions, that are normal.
* **Autonomy/Connection**
  + The need to be alone and the need to be with other people
  + People who need the least need for autonomy are in the initial stages of love
  + We like to spend time with other people, but after a certain point, we really want to be by ourselves
* Novelty/Predictability
  + We like to know what's going on
  + We like a general, overall structure, but at the same time, if every day is exactly the same, we don't like it.
  + Billings goes out to eat lunch every Sunday
    - They used to just go to Jimmy Johns every single time
      * That got old
      * But they like the Sunday lunch; not the Jimmy Johns
    - Now they change it up every week
* Openness/Closeness
  + We have moments when we want to be very open and very closed
  + Friendships, work, and romantic
    - More formal example, Mrs. Billings asked her boss whether they were going to hire someone and she said she would tell her on Friday, even though she knew the answer now.
      * Before she had a boss who perhaps told her too much

Evaluation vs Description

Bookmark added at 20:08 in Audio 1

* Evaluation- judgmental and accusatory language
  + You don’t know what you are talking about
* Descriptive- I-language. Places responsibility on sender
  + I don’t understand how you came up with that idea
* You never reveal your feelings.
  + I’d like hearing how you feel about this.
* You just don’t plan ahead.
  + I need to know what our schedule for the next few days will be.
  + I'd love to figure this out ahead of time
* You never call me.
  + I’d enjoy hearing from you more often.
  + I'd like to hear more from you
* Stop obsessing about the problem
  + I feel like this is a smaller issue than you're making it

Certainty vs Provisionalism

Bookmark added at 23:34 in Audio 1

* **Certainty**- dogmatic, single-minded, unwillingness to compromise
  + This is the only idea that makes sense
  + This is how it's been, this is how it is, this is the way it will be
* **Provisionalism**- reduces defensiveness, willingness to investigate issues
  + One way to look at it is…
  + Open to the possibility of other options
  + In the workplace, if your boss has less certainty in his language, it becomes easier to communicate
    - A lot of organizations are not very good at having bottom-up communication (communication goes up the chain of command)

Strategy vs Spontaneity

Bookmark added at 25:58 in Audio 1

* **Strategy**- hidden motives
  + Remember when I helped you with your math last semester?
  + Hidden motivation behind an action
* **Spontaneity**- straightforward, direct
  + Would you help me with my English assignment? I’m struggling for a topic.

Control vs Problem Orientation

* **Control**- implicit attempts at manipulation
  + Well, I like the Honda more, and it is my money that’s going to pay for it.
  + Can I go over to a friend's house?
* **Problem Orientation**- communicates desire for collaboration
  + It seems we have different ideas on the car. Let’s talk through what each of us wants and see whether there is a way for both of us to be happy.
  + Can I go over to a friend's house?

Neutrality vs Empathy

* **Nuetrality**- indicates lack of concern
  + I don’t care
* **Empathy**- listener identifies with listeners problems
  + I want to hear what you have to say about his

Superiority vs Equality

Bookmark added at 33:02 in Audio 1

* Superiority- conveys superiority
  + I know a better way to do this
* Equality- treating as equal
  + I’ve not seen it done that way before

achine generated alternative text:
Just as important 
to affirm yoursel 
as i

* Aggressive
  + We’re going to spend time together
  + Puts people on the defense
  + I don't care what you want, I'm not going to a movie
* Assertive
  + I’d like for us to spend more time together
  + Goal is more to be assertive
  + I would prefer not to go to a movie
* Deferential
  + It’s ok with me if we don’t spend time with each other
  + I guess I'll go to a movie if you really want to go

Prompt:

" One of your close friends asks to borrow your car. Normally, you wouldn’t mind lending your car to a friend, but this person has a record of speeding and being careless behind the wheel. You can’t afford to have your car wrecked. "

Vocab

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| --- | --- |
| Autonomy/Connection | The balance between the need for connecting with people and the need to be alone (A measure of comfort) |
| Control | Implicit attempts at manipulation |
| Problem orientation | Communicates a desire for collaboration |
| Aggressive | Putting our needs ahead of others’ needs, sometimes at cost to them |
| Assertive | A clear, nonjudgmental statement of what we feel, need, or want |
| Deferential | A neutral approach to communication |