



Vietnam National University of HCMC
International University
School of Computer Science and Engineering



Skills for Communicating Information (IT007UN)

Dr Vi Chi Thanh - vcthanh@hcmiu.edu.vn

https://vichithanh.github.io/teaching_sci_2023_06.html



SCAN ME

Previously

- +What are Communication and Communication skills?
- +Ways to communicate
- +Barriers of communication
- +The 7 C of Communication

Date changes

+Wed 21/06/2023

+ Morning: Lecture 1

+ Afternoon: Lecture 2

+**Wed 28/06/2023**

+ Morning: Lecture 3

+ Afternoon: Lecture 4

+Sat 01/07/2023

+ Morning: Lecture 5

+Mon 03/07/2023

+ Afternoon: Lecture 6

+Tue 04/07/2023

+ Afternoon: Lecture 7

+Tue 11/07/2023

+ Afternoon: Lecture 8

+Wed 19/07/2023

+ **Morning: Midterm & Lecture 9**

+ Afternoon: Lecture 10

+Wed 26/07/2023

+ Morning: Lecture 11

+ Afternoon: Lecture 12

Communication styles

- + Every person has a unique communication style, a way in which they interact and exchange information with others.
- + There are four main communication styles:
 - + **passive** communication,
 - + **aggressive** communication,
 - + **passive-aggressive** communication
 - + **assertive** communication.
- + Each of the different styles can be expressed verbally, nonverbally, or in written forms.

Communication styles

- + When individuals exhibit different communication styles, it's easy for conflict or misunderstandings to occur.
- + Understanding the characteristics and tendencies of different communication styles can help us to effectively interact with someone who has a different style.
- + Some situations will call for certain styles, or you might find that one style is particularly effective with one employee, while another works better for someone else.

Communication styles

- +It's important to understand each communication style, and why individuals use them.
- +Understanding different communication styles can radically improve the quality of your relationships.

Communication styles

- + Styles can be combined, and people use styles different than their default one based on who they are communicating with.
- + There is no point in inflexibly using only one style to communicate with every single person you encounter throughout the workday, though some styles are generally more effective than others.

Passive Communication

WEDNESDAY, 28 JUNE 2023

SKILLS FOR COMMUNICATING INFORMATION
(IT007UN)

Passive Communication

- +A style in which individuals have developed a pattern of avoiding expressing their opinions or feelings, protecting their rights, and identifying and meeting their needs.
- +As a result, passive individuals do not respond overtly to hurtful or anger-inducing situations.
- +Instead, they allow grievances and annoyances to mount, usually unaware of the build-up.

Passive Communication

- + Passive communicators are typically quiet and don't seek attention
- + They may act indifferent during debates and rarely take a strong stance or assert themselves. They don't usually share their needs or express their feelings, so it may be difficult to know when they are uncomfortable or need help with an important project.
- + A passive communicator doesn't speak up frequently. Instead, they are happy to go with the flow and support the needs of others.

Passive Communication

- + Passive communicators usually aren't confrontational, and they may even come off as submissive. Their nonverbal communication may include things like crossing their arms while avoiding eye contact.
- + But once they have reached their high tolerance threshold for unacceptable behaviour, they are prone to explosive outbursts, which are usually out of proportion to the triggering incident.
- + After the outburst, however, they may feel shame, guilt, and confusion, so they return to being passive

Passive Communication

+Group work

- + Team 1: Signs of passive communicators?
- + Team 2: Feeling of passive communicators?
- + Team 3: How to communicate with passive communicators?
- + Team 4: What to do if you are a passive communicator?

https://www.youtube.com/watch?v=7gFe_vaU9QE

Passive Communication

- + Passive communicators will often:
 - + fail to assert for themselves
 - + allow others to deliberately or inadvertently infringe on their rights
 - + fail to express their feelings, needs, or opinions
 - + tend to speak softly or apologetically
 - + exhibit poor eye contact and slumped body posture

Passive Communication

- +The impact of a pattern of passive communication is that these individuals:
 - +often feel anxious because life seems out of their control
 - +often feel depressed because they feel stuck and hopeless
 - +often feel resentful (but are unaware of it) because their needs are not being met
 - +often feel confused because they ignore their own feelings
 - +are unable to mature because real issues are never addressed

Passive Communication

+A passive communicator will say, believe, or behave like:

- +*"I'm unable to stand up for my rights."*
- +*"I don't know what my rights are."*
- +*"I get stepped on by everyone."*
- +*"I'm weak and unable to take care of myself."*
- +*"People never consider my feelings."*
- +*"It really doesn't matter that much."*
- +*"I just want to keep the peace"*

Passive Communication

- + You can identify a passive communicator by these tendencies:
 - + Inability to say no
 - + Poor posture
 - + Easy-going attitude
 - + Lack of eye contact
 - + Soft voice
 - + Apologetic demeanour
 - + Fidgeting

Passive Communication

- + If you're dealing with a passive communicator, consider these methods to encourage a good working relationship:
 - + Take a direct approach. Initiate one-on-one conversations, as private interactions are often more comfortable for a passive communicator than group settings.
 - + Ask for their opinions. Allow plenty of time for them to think over their responses.
 - + Use broad language. Avoid asking "yes" or "no" questions that can be answered with little elaboration. Stay patient with long silences, as passive individuals often take their time thinking through a response.

Passive Communication

- +If you're a passive communicator:
 - +Seek out opportunities where you feel you can comfortably speak up. If you're uncomfortable in group settings, seek out personal meetings.
 - +If you prefer writing over talking, try communicating via email instead of in person.
 - +Over time, you'll see that openly sharing your thoughts creates opportunities for positive interactions.

Passive Communication

- + Why might someone use a passive communication style?
 - + A big motivation for using passive communication is to keep the peace, especially when dealing with conflict.
 - + While that is a nice sentiment, it can lead to some problems, usually negatively affecting the passive communicator themselves. Because they don't properly voice their own thoughts, they can start to feel anxious, depressed, or resentful towards the words and actions of the person they are speaking with.

Passive Communication

- + Is this communication style effective?
- + Passive communication is ineffective because although words may be spoken, the actual thoughts and ideas of the communicator are not expressed, limiting the information shared between the people involved.

Aggressive Communication

Aggressive Communication

- + A person with this communication style is very confident in their point of view—to the point where they may not listen to their teammate's opinions.
- + They often interject their own ideas into a conversation and may sometimes use confrontational language like "*you're wrong*" or "*you don't get it.*" Nonverbally, this person will maintain eye contact.
- + Aggressive communicators frequently express their thoughts and feelings without hesitation, often in a loud and controlling voice. and tend to dominate conversations, often at the expense of others

Aggressive Communication

- + They may also react before thinking, which can negatively affect relationships and decrease productivity in the workplace.
- + While an aggressive communication style might command respect in certain leadership situations, it's often intimidating to those who respond better to a calm approach.
- + When speaking aggressively, people may make intense eye contact, point fingers, and stand their ground.
- + While voicing feelings and opinions makes for effective communication, this is not the case for aggressive communication. This particular style includes expressing viewpoints and opinions in an abusive way that violates the rights of others.

Aggressive Communication

+Group work

- + Signs of passive communicators?
- + Impact of passive communicators on communication?
- + How to communicate with aggressive communicators?
- + What to do if you are an aggressive communicator?

Aggressive Communication

- + These are a few signs of an aggressive communicator:
 - + Interrupting people while they're speaking
 - + Invading personal spaces
 - + Presenting an overbearing posture
 - + Using aggressive gestures
 - + Maintaining intense eye contact

Aggressive Communication

- +Aggressive communicators will often:
 - +try to dominate others
 - +use humiliation to control others
 - +criticize, blame, or attack others
 - +be very impulsive
 - +have low frustration tolerance
 - +speak in a loud, demanding, and overbearing voice
 - +act threateningly and rudely

Aggressive Communication

- +Aggressive communicators will often:
 - +act threateningly and rudely
 - +not listen well
 - +interrupt frequently
 - +use "you" statements
 - +have an overbearing or intimidating posture

Aggressive Communication

- +The impact of a pattern of aggressive communication is that these individuals:
 - +become alienated from others
 - +alienate others
 - +generate fear and hatred in others
 - +always blame others instead of owning their issues, and thus are unable to mature

Aggressive Communication

- +The aggressive communicator will say, believe, or behave like:
 - +*"I'm superior and right and you're inferior and wrong."*
 - +*"I'm loud, bossy and pushy."*
 - +*"I can dominate and intimidate you."*
 - +*"I can violate your rights."*
 - +*"I'll get my way no matter what."*
 - +*"You're not worth anything."*

Aggressive Communication

+The aggressive communicator will say, believe, or behave like:

+*"I'm never wrong"*

+*"It's all your fault."*

+*"I react instantly."*

+*"I'm entitled."*

+*"You owe me."*

+*"I own you."*

+*"Everyone should think like me"*

Aggressive Communication

- + These are a few signs of an aggressive communicator:
 - + Interrupting people while they're speaking
 - + Invading personal spaces
 - + Presenting an overbearing posture
 - + Using aggressive gestures
 - + Maintaining intense eye contact

Aggressive Communication

- + Consider these methods when working with an aggressive communicator:
 - + ***Be calm and assertive***. Try not to let the nature of an aggressive communicator be intimidating. Focus your conversation on an actionable approach to the issue.
 - + ***Keep conversations professional***. Direct the conversation away from personal issues or emotions.
 - + ***Know when to walk away***. Walk away from the situation if the aggressive communicator becomes too demanding or you're no longer making positive progress.

<https://www.youtube.com/watch?v=PKchyeAFPUo&>

Aggressive Communication

- +If you have an aggressive communication style,
 - +you may struggle to form strong relationships at work.
 - +Learning more positive communication techniques may help you overcome some of your aggressive tendencies.
 - +Reducing stress in your life can help as well. You can take a healthy approach to combat stressors by engaging in physical activity and practicing mindfulness or meditation.

Aggressive Communication

- + Why might someone use an aggressive communication style?
- + People often use the aggressive communication style when they want to be in charge. Instead of listening to others, they give commands and demand that others comply with what they are saying. And even if they do, the aggressive communicator might still make them feel inferior or unimportant.

Aggressive Communication

- +Is this communication style effective?
 - +Using an aggressive style of communication is not a good way to converse with someone.
 - +The goal of being aggressive is to intimidate, which defeats the purpose of a conversation, where ideas are meant to be shared and listened to.

Passive-aggressive communication

Passive-aggressive communication

- + A style in which individuals appear passive on the surface but are really acting out anger in a subtle, indirect, or behind-the-scenes way and often have more aggressive motivations driving their actions.
- + This style brings both of those styles together for another form of ineffective communication.
- + This style is used when people speak as if they don't care about something (passive), but in a way that is indirectly angry (aggressive).
- + People who develop a pattern of passive-aggressive communication usually feel powerless, stuck, and resentful - in other words, they feel incapable of dealing directly with the object of their resentments. Instead, they express their anger by subtly undermining the object (real or imagined) of their resentments.

Passive-aggressive communication

- + Passive-aggressive communicators may use the following approaches:
 - + Muttering, i.e., to speak quietly and in a low voice that is not easy to hear, often when you are worried or complaining about something
 - + Using sarcasm, i.e., use of words that mean the opposite of what you really want to say
 - + Exhibiting denial
 - + Presenting a happy face when they're clearly upset
 - + Giving the silent treatment

<https://www.youtube.com/watch?v=5nWSBZxRkA4>

<https://www.youtube.com/watch?v=Kt-US8ljtYw>

https://www.youtube.com/watch?v=5bafQY0_Bxs

Passive-aggressive communication

- + Passive-Aggressive communicators will often:
 - + mutter to themselves rather than confront the person or issue
 - + have difficulty acknowledging their anger
 - + use facial expressions that don't match how they feel - i.e., smiling when angry
 - + use sarcasm
 - + deny there is a problem
 - + appear cooperative while purposely doing things to annoy and disrupt
 - + use subtle sabotage to get even

Passive-aggressive Communication

+Group work

- + Impact of passive-aggressive communicators on communication?
- + Phrases often used by a passive-aggressive communicators
- + How to communicate with passive-aggressive communicators?
- + What to do if you are a passive-aggressive communicator?

Passive-aggressive communication

- +The impact of a pattern of passive-aggressive communication is that these individuals:
 - +become alienated from those around them
 - +remain stuck in a position of powerlessness (like POWs)
 - +discharge resentment while real issues are never addressed so they can't mature

Passive-aggressive communication

+The passive-aggressive communicator will say, believe, or behave like:

- +*"I'm weak and resentful, so I sabotage, frustrate, and disrupt."*
- +*"I'm powerless to deal with you head on so I must use guerrilla warfare."*
- +*"I will appear cooperative but I'm not."*
- +*"I don't care, but someone else might"*
- +*"We can do this your way, but I don't think it's going to work"*
- +*"I think you did a good job, but they might not think so"*

Passive-aggressive communication

- + If you're dealing with a passive-aggressive communicator, you might find that they undermine your efforts even after giving you verbal assurances.
- + Consider the following approaches when dealing with a passive-aggressive communicator:
 - + Make clear requests. Try not to leave room for misinterpretation or confusion.
 - + Confront negative behaviour. Talk to them directly about their behaviour. Consider looping in a manager if your conversation doesn't produce change.
 - + Ask for their feedback. Directly ask them for their feedback in one-on-one situations to try to elicit honest communication.

Passive-aggressive communication

- +If you have passive-aggressive tendencies
- +Look for opportunities to communicate your thoughts and needs openly.
- +Find a way to pursue clear and honest lines of communication to ensure you feel heard and are taking active steps to directly address a situation.

Passive-aggressive communication

- + Why might someone use a passive-aggressive communication style?
 - + People usually passive-aggressively because although they have formed an opinion on the topic being discussed, they are worried about what others might think of it. They don't want to openly disagree with someone, so they do it discretely instead.

Assertive Communication

WEDNESDAY, 28 JUNE 2023

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Assertive communication

- + A style in which individuals clearly state their opinions and feelings, and firmly advocate for their rights and needs without violating the rights of others.
- + These individuals value themselves, their time, and their emotional, spiritual, and physical needs and are strong advocates for themselves while being very respectful of the rights of others.
- + They readily take on challenges but know how to say “no” when it’s required. These individuals understand their own limits and protect their boundaries without acting overly aggressive or defensive.

Assertive communication

- + Assertive communicators may use hand gestures while communicating nonverbally, and they likely have calm or happy facial expressions while speaking.
- + When you're with an assertive communicator, you'll notice their ability to make others feel comfortable. They're the ones that you seek out because you know they can easily facilitate a productive discussion.

Assertive communication

- + Assertive communicators will:
 - + state needs and wants clearly, appropriately, and respectfully
 - + express feelings clearly, appropriately, and respectfully
 - + use "I" statements
 - + communicate respect for others
 - + listen well without interrupting
 - + feel in control of self
 - + have good eye contact

Assertive communication

- + Assertive communicators will:
 - + speak in a calm and clear tone of voice
 - + have a relaxed body posture
 - + feel connected to others
 - + feel competent and in control
 - + not allow others to abuse or manipulate them
 - + stand up for their rights

<https://www.youtube.com/watch?v=mKNUC0avNgg>

Assertive communication

- + Assertive behaviour exhibits itself through:
 - + Expansive (friendly) gestures
 - + Collaborative and sharing tendencies
 - + Healthy expression of ideas and feelings
 - + Good posture
 - + A clear voice
 - + Friendly eye contact

Assertive communication

- +The impact of a pattern of assertive communication is that these individuals:
 - +feel connected to others
 - +feel in control of their lives
 - +are able to mature because they address issues and problems as they arise
 - +create a respectful environment for others to grow and mature

Assertive communication

- +The assertive communicator will say, believe, or behave in a way that says:
 - +“We are equally entitled to express ourselves respectfully to one another.”
 - +“I am confident about who I am.”
 - +“I realize I have choices in my life and I consider my options.”
 - +“I speak clearly, honestly, and to the point.”
 - +“I can’t control others but I can control myself.”

Assertive communication

- +The assertive communicator will say, believe, or behave in a way that says:
 - +“I place a high priority on having my rights respected.”
 - +“I am responsible for getting my needs met in a respectful manner.”
 - +“I respect the rights of others.”
 - +“Nobody owes me anything unless they’ve agreed to give it to me.”
 - +“I’m 100% responsible for my own happiness.”

Assertive communication

- +If you have assertive communicators on your team,
- +encourage them to share their ideas,
- +place them in positions of leadership and
- +enlist their help dealing with passive, passive-aggressive and aggressive communication styles.

How to be a more assertive communicator

- + Express your needs and ideas with confidence with "I" statements.
- + Practice active listening.
- + Encourage others to share their ideas.
- + Exercise emotional intelligence.
- + Be open to feedback on your communication strengths as well as areas for improvement.
- + Learn how to say "no"
- + Explore professional development courses.
- + Seek opportunities to practice public speaking.

How to be a more assertive communicator

Verbal



- Use a strong, confident speaking voice.
- Use active listening.
- Avoid filler words.
- Avoid industry jargon when appropriate.

Visual



- Ask others before including visuals.
- Consider your audience.
- Only use visuals if they add value.
- Make them clear and easy-to-understand.

Nonverbal



- Notice how your emotions feel physically.
- Be intentional about your nonverbal communications.
- Mimic nonverbal communications you find effective.

Written



- Strive for simplicity.
- Don't rely on tone.
- Take time to review your written communications.
- Keep a file of writing you find effective or enjoyable.

Assignment 1 of 2

- +Scenario: A friend asks to borrow your bike/car. This will be a big inconvenience for you.
- +How do Passive, Aggressive and Assertive communications express?
- +Write an example response for each communication style.

Assignment 2 of 2

- +Scenario: Your boss asks you to stay late, while everyone else leaves. You're always the one who stays late, and tonight you have plans.
- +How do Passive, Aggressive and Assertive communications express?
- +Write an example response for each communication style.

The background features a light gray field with intricate, wavy, dashed lines that create a sense of movement and depth. Two large, solid white circles are positioned in the upper left and lower right corners, partially overlapping the wavy patterns.

THANK YOU