Communicate with Impact

ENGLISH & BUSINESS COMMUNICATION

Communication Styles

- Every person has a dominant style of communication
- The style has more to do with how you perceive yourself and the other person in a situation.
- Understanding your personal style of communication is the first step of becoming a good communicator

Communication styles

- Aggressive
- Passive
- Passive aggressive
- Assertive

Aggressive Style

- Is a style in which individuals express their feelings & opinions in such a way that violates the right of other person . Such communicators are verbally, physically or emotionally abusive

Characteristics	Beliefs	Behavior	Non Verbal Cues
Try to dominate	I am loud, bossy & pushy	Achieves goals ,often at other's expense	Points, Shakes finger
Use humiliation to control others	I am superior & right ,you are inferior & wrong	Don't think they are ever wrong , sarcastic, Domineering	Squints eyes critically
Criticize ,blame others	I am never wrong	Know-it-all attitude	Frowns
Poor listener	It's all your fault	Puts others down	Stares, Glares
Use " you" statements	I react instantly	Domineering, Bullying	Piercing eye contact
Close minded	I am entitled	Doesn't show appreciation	Overbearing posture
Doesn't consider others view's	"You owe me"	Moves into people's space	Speaks loudly

Aggressive style

Outcome

- Becomes alienated from others
- Alienate others
- Generate fear & hatred in others
- Always blame others instead of owning their issues ,are thus unable to mature
- Provokes counter aggression
- Wastes time and energy supervising others
- Pays high price in human relationship
- Experience anger, frustration, impatience ,hostility & ill health

Passive Style

- Is a style in which individuals have developed a pattern of avoiding expressing their opinions or feelings ,protecting their rights and identifying & meeting their needs .

Characteristics	Beliefs	Behavior	Non Verbal Cues
They allow grievances & annoyances to mount	I am unable to standup for my rights	Sighs a lot	Fidgets
Allow others to infringe on their rights	I get stepped on by everyone	Indirect	Nods head often ,comes across as pleading
Fail to assert themselves	I am weak ,I can't take care of myself	Always agrees	Always nods in agreement
Tend to speak softly or apologetically	People never consider my feelings	Avoids conflict	Slow & low volume when doubtful
Allows others to make decision for themselves	Don't express your true feelings	Clam up when feeling treated unfairly	Exhibit poor eye contact
Trust others but not themselves	Don't make waves	Spends too much time asking for advice , supervision	Fast when anxious
Doesn't get what he or she wants	Don't disagree		Slumped body posture

Passive style

Outcome

- Often feels anxious & depressed
- Often feels resentful-but are unaware of it
- Often feel confused
- Withdrawn, sullen and silent
- Gives up being him or herself
- Builds dependency relationships
- Doesn't know where he or she stands
- Slowly loses self esteem
- Is not well liked

Passive-aggressive Style

- Is a style in which individuals appear passive on the surface but are really acting out in anger in a subtle ,indirect or behind-the-scenes-way

Characteristics	Beliefs	Behavior	Outcome
Mutter to themselves rather than confront the issue or person	I am weak & resentful ,so I sabotage ,frustrate & disrupt	Tend to mutter under their breath	Become alienated from those around them
Have difficulty in acknowledging their anger	I am powerless to deal with you head on so I must use guerrilla warfare	They express their anger by subtly undermining the object (real or imagined)of their resentment	Remain stuck in the position of powerlessness
Use facial expressions that don't match how they feel –i.e., smiling when they are angry	I will appear cooperative but I am not	They smile at you while setting booby traps all around you	Discharge resentment while real issues are never addressed so they can't mature
Use sarcasm		They never confront directly	Passive-aggressive would portray the elements of passive communication
		May show conflicting body	

Assertive Style

- Is a style in which individuals clearly state their feelings & and firmly advocate for their rights and needs without violating the rights of other. Assertive communication is born out of high self esteem

Characteristics	Beliefs	Behavior	Non Verbal Cues
State needs and wants clearly, appropriately and respectfully	We are equally entitled to express ourselves respectfully	Action-oriented Realistic in expectations Fair ,Just	Active listener Maintain good eye contact. Attentive ,interested facial expression
	I am confident of who I am	Non judgmental	Speak in a calm and clear tone of voice
Communicate respects for others	I speak clearly ,honestly & to the point	Trusts self and others	Have a relaxed body posture
Listen well without interrupting	I am responsible for getting my needs met respectfully	Confident Self-aware open, flexible, versatile	Open, natural gestures.
	I respect the rights of others	Knows what is needed and develops a plan to get it	Vocal volume appropriate, expressive. Appropriate rate of speech

Assertive style

Outcome

- Feel connected to self & others
- Feel in control of their life
- Are able to mature because they address issues and problems
- Create respectful environment for others to grow
- Enjoys well being-emotionally healthy
- Enjoys good relationships








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Sno.	Communication	Key Traits	Communication Style
1.	This is wrong .Just do it my way .	Arrogant ,Dominating ,Forceful, Blaming, loud tone	Aggressive
2.	Fine , I'll do it …like always.	Expresses anger indirectly ,sarcasm ,silent treatment	Passive aggressive
3.	It's okay ,whatever you decide its fine.	Avoids expressing opinions or needs	Passive
4.	I understand your point, but I'd like to suggest an alternative	Clear ,Confident ,respectful	Assertive
5.	You never get things right !	Arrogant ,Dominating ,Forceful, Blaming, loud tone	Aggressive
6.	Oh great, another last-minute change	Expresses anger indirectly ,sarcasm ,silent treatment	Passive aggressive
7,	I am not sure…can you advice me	Avoids expressing opinions or needs	Passive
8.	I need more time to complete this task effectively	Expresses needs clearly without hurting others	Assertive

Task

- Identify your communication style with facts and changes to make within yourself to develop assertive communication style .