Communication Style –Team games (Total marks-30)

1.Scenario: Your colleague didn't complete their part of an important client project (10 marks)

Round 1: Respond Passively

Round 2: Respond aggressively

Round 3: Respond assertively

2. Convert poor communication into assertive communication (example provided) (10 marks)

E.g. "You never send reports on time. You are always late in submission of reports!

Assertive style: I've noticed delays in reports. Can we align on timelines to improve this?

Scenario: manager says

"Why is this not done? This is unacceptable!"

Convert this poor communication into assertive communication

3. You act and let the other participants guess the style (10 marks for dialogues & acting)

Scenario: Your colleague keeps interrupting in the meeting.

Act:

Passive version

Aggressive version

Passive –Aggressive version

Assertive version