



TOPIC 5: Communication

OVERVIEW: Types of communication, its importance and how to use effectively, techniques to enhance communication

Created by: Melva Spence

OBJECTIVES:

- **General:** Increase awareness of the positive or negative effect of aggressive, passive and assertive communication.
- **Specifically** - Participants will:
 - 1. Identify the differences among aggressive, passive and assertive communications.
 - 2. Understand the impact of these behaviours on self, others and their ability to work together.

Types of Communication

- **Verbal** - face-to-face, over the telephone etc.
- **Non Verbal** -facial expressions, posture, eye contact, hand movements, and touch
- **Written** - email, a memo, a report, a Facebook post, a Tweet, a contract, etc.
- **Listening** -Active listening, helps us to engage with others.
- **Visual** –televisions, images we post on social media.

INTRODUCTORY ACTIVITY

| Communication | Verbal | Non Verbal | Impact |
|---------------|----------------|----------------|--------|
| 1. Aggressive | a) b) c) | a) b) c) | |
| 2. Passive | a) b) c) | a) b) c) | |
| 3, Assertive | a) b) c) | a) b) c) | |

DISCUSSION QUESTIONS:

- What does aggressive communication sound and look like?
- What does passive communication sound and look like?
- What does assertive communication sound and look like?
- What happens to relationships that engage using aggressive/passive/assertive communication?

Aggressive:

- Aggressive communication refers to physical or verbal aggression, whereby obvious hostility is expressed in a way intended to deliberately hurt others.
- **Examples: *Verbal*** – yells, threaten, gives orders. ***Non Verbal*** –bangs fist on table. Aggressive hand gestures

Passive:

- A passive style of communication implies saying or doing nothing when faced with a social conflict or distressing situation.
- **Examples:** *Verbal* - gives in easily, talks around the subject, don't say what they mean, does not disagree, afraid to share opinion.
Nonverbal-speaks softly, afraid to make eye contact, makes nervous gestures, slouches or slumps

Assertive:

- Assertive communication is **considered the ideal style**. It involves openly and honestly expressing one's feelings without using shame, blame, or put downs and making simple and clear requests of others.
- **Examples:** *Verbal*-uses a calm voice, asks questions to understand, makes suggestions without forcing *Non-verbal*- listens as well as talk, shows respect for differing opinions, maintains comfortable eye contact

Assertive Communication

- Builds relationship
- Promotes respect for self and others
- Builds teamwork and cooperation

Situations where assertive communication may not work

- Someone in a position of power
- The person is older or elderly
- Someone is threatening you
- Difficult situations – what can you do?

SKILL COMPONENT STEPS:

- **1. Assertive statements** state our opinions and feelings (a) about what the individual did (b) why the behaviour is a problem or annoying to you, (c) what you wish the person would do.
- **Example:** When you shout at me, it makes me feel embarrassed, I would prefer if you speak in a kinder tone when you are correcting me

Individual Activity

- Think of someone who has upset you recently. Develop and record in your journal, state an assertive statement you might use with the individual.

Group Activity

- Participants practice assertive communication in the given situations:
 - You found out that a friend has been telling lies about your family.
 - A sibling borrowed money and refuse to pay it back.
 - A supervisor who constantly discusses you in a negative way with other colleagues.