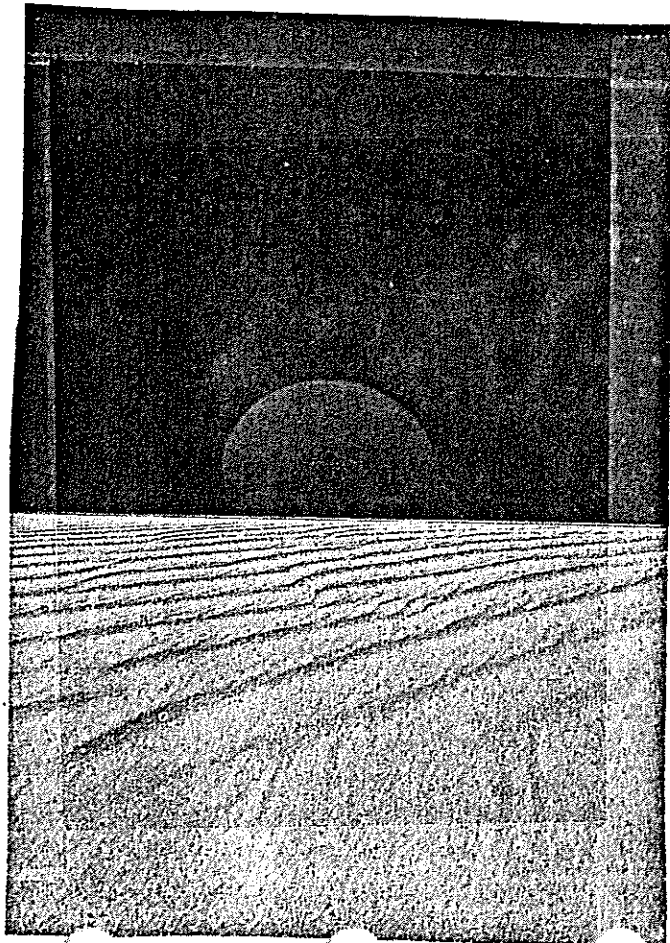


COMMUNICATION, - - - -

"the art of talking with each other, saying what we feel and mean, saying it clearly, listening to what the other says and making sure that we're hearing accurately, is by all indication the skill most essential for creating and maintaining loving relationships . . ." any relationship.

Leo Buscaglia



AGGRESSIVE BEHAVIOR

Involves expressing feelings, needs, and ideas at the expense of others.

Standing up for your rights, but expressing yourself in a way that violates the rights of others, or shows them no respect. This behavior is often dishonest and usually inappropriate, and always violates the rights of the other person.

The usual goal of aggression is domination and winning, forcing the other person to lose. Winning is insured by humiliating, degrading, belittling, or overpowering other people so they become weaker and less able to express and defend their needs and rights.

The basic message is: This is what I think -- you're stupid for believing differently. This is what I want -- what you want isn't important. This is what I feel -- your feelings don't count.

The characteristics of an aggressive person include being destructive and exploitive, obnoxious; gains negative reactions; is loud and boisterous; deflates person to whom he is speaking, and gives impression that he is superior.

This behavior probably leaves aggressive individuals feeling angry, self-righteous, bitter, and guilty later on.

Aggressive people view themselves as: "You're not OK", and independence is either high or low. When making decisions aggressive people choose for others and they know it.

The feelings provoked in others are - hurt, defensiveness, and humiliation. Aggressive people feel they bring self up by putting others down.

When confronted with a threatening situation the protective and defensive reaction used is - an outright attack, or the aggressive person will over-act.

The reasons for SUCCESS is due to beating others out.

VERBAL and NON-VERBAL COMPONENTS OF BEHAVIORS

Verbal Language: Uses "loaded" words; accusations; descriptive, subjective terms; is domineering; uses superior words; "you" messages, that blame or label.

Non-Verbal or Body Language: Displays an exaggerated show of strength. Is flippant with a sarcastic style. Has air of superiority.

Voice: tense, shrill, loud, shaky, cold, "deadly quiet"; demanding, superior authoritarian.

Eyes: Expressionless; narrowed; cold; staring; not really "seeing: you".

Stance and Posture: Hands on hips; feet apart. Is stiff and rigid; rude, demanding, & commanding.

Hands: Clenched; using abrupt gestures; finger-pointing; fist pounding.

PASSIVE BEHAVIOR

Involves violating one's own rights by failing to express honest feelings, thoughts and beliefs and consequently permitting others to violate oneself, or expressing one's thoughts and feelings in such an apologetic, timid, self-effacing manner that others can easily disregard them.

The message which is communicated is: I don't count -- you can take advantage of me. My feelings don't matter -- only yours do. My thoughts aren't important yours are the only ones worth listening to. I'm nothing -- you are superior.

Giving in to other people's requests, demands, or feelings without regard to what you want or how you feel.

The characteristics of Passive Behavior are: pessimism, shyness, depression, withdrawal, submissiveness (submission- is based on the belief that other people's feelings, desires, & opinion are more important or correct than yours, or that you will be punished if you express your own feelings, opinions, or desires. Submissiveness is often expressed by silence.), over compliance, tension headaches or psychosomatic complaints. The passive person simmers with rage inside.

Passive individuals view themselves as: "I'm not OK", and feel inhibited or inferior. When making decisions passive individuals allow others to choose for them, but resents them for it. They generally leave the other person feeling anxious, diappointed, and later quilt, anger, frustration, & disrespect. They avoid unpleasant and risky situations, confrontations, tension, & conflict. The passive person is always putting self down.

The reasons for success is - they feel they "lucked out" or "by chance".

VERBAL and NON-VERBAL COMPONENTS OF BEHAVIORS

Verbal Language: Uses apologetic words; veiled meanings. Hedges, fails to come to point. Rambles; sentences are disconnected; is at loss for words. Fails to say what he/she means. "I mean", - or- "You know".

Non-Verbal or Body Language: Uses actions instead of words, hoping someone will guess what you want. Looking as if you don't mean what you say.

Voice: Weak, hesitant, soft, & sometimes wavering.

Eyes: Averted; downcast, teary, or pleading.

Stance and Posture: Leans for support; posture is stooped; uses excessive head nodding.

Hands: Fidgety, fluttery, clammy.

PASSIVE-AGGRESSIVE BEHAVIOR

Involves not expressing your own feelings, needs, and ideas immediately and then later expressing them in an indirect, destructive manner. Using subtle and direct manipulation to get what one wants in a dishonest manner, voicing one's intentions and feelings in an unclear or compliant manner which puts one in the seductive or martyr role.

The characteristics of passive-aggressive behavior are: One gets what he/she wants through direct manipulation and is left with an incomplete or unsatisfactory feeling about oneself for not having been honest.

Passive-Aggressive individuals view themselves as: "You're not OK but I'll let you think you are". Independence looks high but is usually low. When making decision the passive-aggressive person chooses for others and they don't know it.

The feelings provoked in others are confusion, frustration, and they feel manipulated. Socially they appear to bring others up while putting them down - "I really like your haircut, but I would like it better if it was a little longer".

When confronted with a situation the protective and defensive reaction is - a concealed attack.

The reasons for success are acting indirectly -- winning by manipulating others.

VERBAL and NON-VERBAL COMPONENTS OF BEHAVIORS

Verbal Language: Uses insinuations, sarcasm, teasing, ridiculing and false praise.

Non-Verbal or Body Language: In general they advocate anger, frustration and distrust in others. Uses pouting, physical withdrawal, procrastination, inconsistent and confusing behavior.

Voice: Uses a sarcastic tone, the silent treatment, crying or whining, a monotone and insecure voice. "Tsk, Tsk".

Eyes: Has a wandering gaze, uses winking, mocking; for example: "rolling one's eyes". Looking through, not at the person.

Stance and Posture: Impatient, unpredictable, unapproving, and fidgety.

Hands: Contradictory to verbal language.

ASSERTIVE BEHAVIOR

Involves expressing your feelings, needs, and ideas in direct, honest, and appropriate ways that show respect for yourself and the person you are communicating with.

Standing up for your rights, yet not violating the rights of others. Honest expression of rights and desires; does not allow self to be stepped on by others and also does not step on other people or try to take their rights away.

The basic message in assertiveness is: This is what I think. This is what I feel. This is how I see the situation. ("I" - Messages)

The message expresses "who the person is" and it is said without dominating, humiliating, or degrading the other person.

The characteristics of an assertive person are: feels good about self; respects individuals with whom he or she communicates; is not out to win every conversation; continually gains in self-esteem and aids others to do likewise; is fair to self and others.

Assertive individuals views self as: "I'm OK and you're OK", and independence is usually high. When making decisions assertive individuals choose for themselves and not for others.

When confronted with a threatening situation the protective and defensive reaction that an assertive person would use is - to evaluate and then act.

The reasons for SUCCESS is due to one acting directly and winning honestly.

VERBAL and NON-VERBAL COMPONENTS OF BEHAVIORS

Verbal Language: Gives assertive statements of wants; an honest statement of feelings; uses objective words; direct statements which say what you mean; "I" messages.

Non-Verbal or Body Language: Displays an attentive listening behavior; a general assured manner, communicating interest, caring, and strength.

Voice is- firm, warm, well-modulated, & relaxed.

Eyes are- open, frank. direct eye-contact (but not staring).

Stance and Posture- is well-balanced, straight-on; erect, relaxed.

Hands- use relaxed motions.

Identify the Who, When, and What

Remember past experiences in which you felt nonassertive or inadequate. Who are you uncomfortable with? Who is your Downer? What is the situation or setting? What moods are difficult to express? CHECK ALL THOSE THAT APPLY.

People with whom you want to communicate better:

- | | |
|--|---|
| <input type="checkbox"/> Parents | <input type="checkbox"/> Neighbors |
| <input type="checkbox"/> Children | <input type="checkbox"/> Friends |
| <input type="checkbox"/> Spouse | <input type="checkbox"/> Instructors |
| <input type="checkbox"/> Other relatives | <input type="checkbox"/> Salespeople |
| <input type="checkbox"/> Co-workers | <input type="checkbox"/> Physician |
| <input type="checkbox"/> Supervisor | <input type="checkbox"/> Hired help (plumber, etc.) |
| <input type="checkbox"/> Strangers | <input type="checkbox"/> Other _____ |

When do you behave nonassertively or inadequately: "When you are...

- | | |
|--|--|
| <input type="checkbox"/> accepting or giving a compliment? | <input type="checkbox"/> expressing negative feelings verbally? |
| <input type="checkbox"/> asserting a difference of opinion? | <input type="checkbox"/> expressing positive feelings verbally? |
| <input type="checkbox"/> being interviewed? | <input type="checkbox"/> giving instructions or commands? |
| <input type="checkbox"/> clarifying your idea? | <input type="checkbox"/> participating in group discussion? |
| <input type="checkbox"/> establishing your independence? | <input type="checkbox"/> proposing your idea or solution? |
| <input type="checkbox"/> protesting a "rip-off"? | <input type="checkbox"/> protesting an emotional outburst? |
| <input type="checkbox"/> protesting annoying habits? | <input type="checkbox"/> protesting excessive or unjust criticism? |
| <input type="checkbox"/> protesting unnecessary violence? | |
| <input type="checkbox"/> protesting attempts to make you feel guilty? | |
| <input type="checkbox"/> saying no to requests of your time, money, efforts? | |

When you are requesting:

- action from authority figures (doctors, teachers, etc.)?
- approval?
- clarification of instructions or an idea?
- cooperation?
- help? (time, money, work)
- information?
- negative criticism about yourself?
- reconciliation?

Settings in which you would like to communicate better:

- | | | | | |
|--------------------------------------|--|-------------------------------------|----------------------------------|--|
| <input type="checkbox"/> home | <input type="checkbox"/> work | <input type="checkbox"/> school | <input type="checkbox"/> parties | <input type="checkbox"/> public places |
| <input type="checkbox"/> restaurants | <input type="checkbox"/> unfamiliar places | <input type="checkbox"/> in a group | <input type="checkbox"/> other | _____ |

Emotional moods during which you want to communicate better:

- | | |
|---------------------------------|---------------------------------------|
| <input type="checkbox"/> angry | <input type="checkbox"/> confused |
| <input type="checkbox"/> rushed | <input type="checkbox"/> affectionate |
| <input type="checkbox"/> tired | <input type="checkbox"/> hurt |
| <input type="checkbox"/> happy | <input type="checkbox"/> defensive |
| <input type="checkbox"/> sad | <input type="checkbox"/> other _____ |

Skills you would like to acquire or improve:

- _____ Making introductions
- _____ Standing up for personal rights
- _____ Expressing personal opinions
- _____ Giving compliments
- _____ Receiving compliments
- _____ Using "I" messages
- _____ Increasing eye contact
- _____ Selecting appropriate distance for communication
- _____ Improving posture
- _____ Speaking with appropriate volume
- _____ Speaking with appropriate rate
- _____ Speaking with appropriate tone
- _____ Speaking in complete sentences
- _____ Saying no to unwanted requests
- _____ Starting conversations
- _____ Terminating conversations
- _____ Asking questions
- _____ Asking for help
- _____ Coping with criticism
- _____ Offering criticism
- _____ Stating needs
- _____ Improving facial expression
- _____ Improving gestures