



THRIVE

Wellbeing and study success

Presented by:

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Session 9: Effective Communication Skills

What is this program all about?



No Recordings

Today's session will **NOT** be recorded for your privacy.



► Communication Styles?

What are they?

► Communication Styles

- Passive
- Aggressive
- Passive Aggressive
- Assertive

▶ Passive

- Indirect
- People pleasing
- Withholding thoughts and feelings
- Avoids conflict

▶ Aggressive

- Dominating
- Humiliating
- Blaming
- Righteous
- Zero-sum interactions
- Results from Fear or Anger

▶ Passive Aggressive

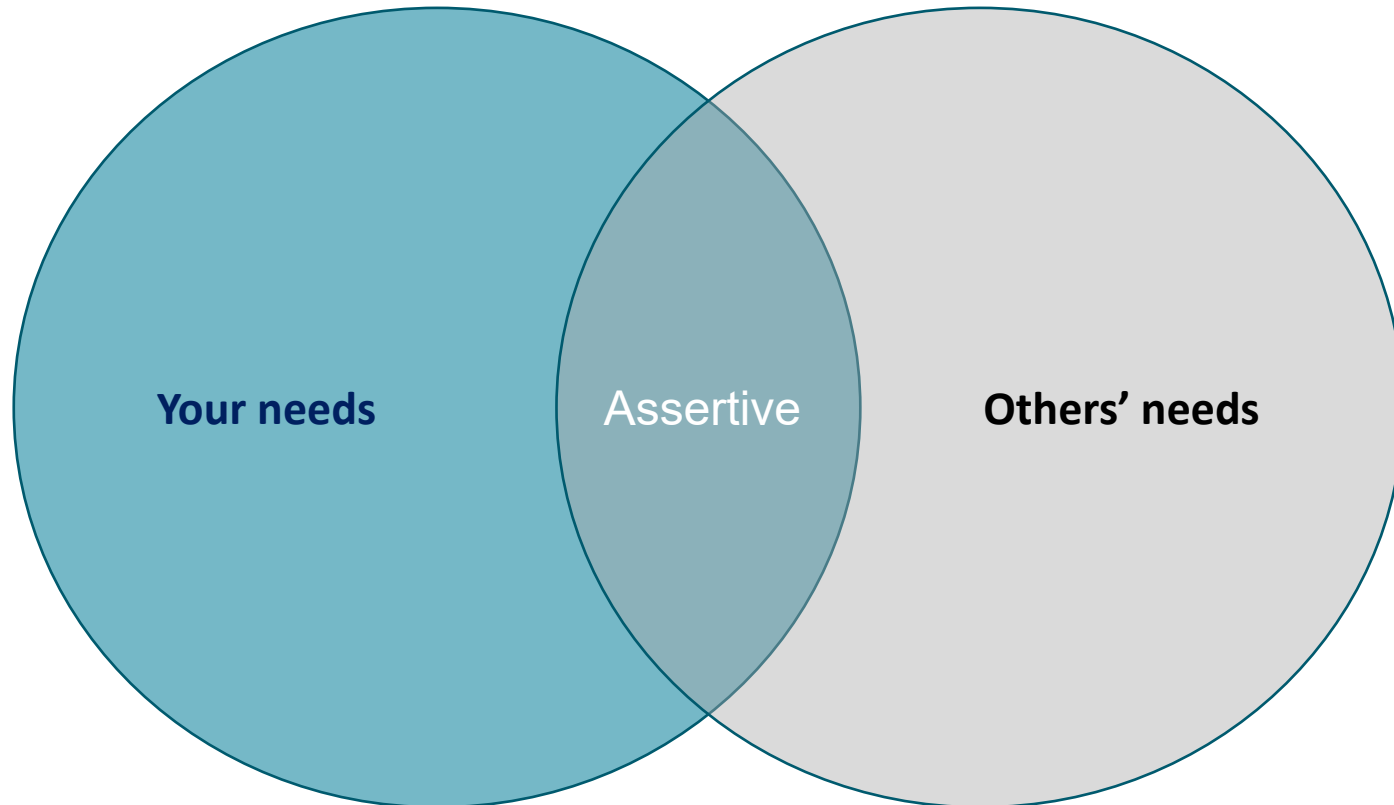
- Dominating
- Humiliating
- Blaming
- Righteous
- Zero-sum interactions
- Results from Fear or Anger
- **Without direct conflict**

▶ Assertive

- Fair
- Direct
- Tactful
- Honest
- Respectful
- Balances needs

Assertive Communication

Assertiveness is saying what you need or want to say in an empowered way without attacking, blaming, or criticizing.



Mend your speech a little, lest it may mar your fortunes
- William Shakespeare - King Lear

► Why be Assertive?

- Passive communication increases depression
- Aggressive communication increases emotional and physical consequences

► Why be Assertive?

- Reduces negative affect
- Decreases resentment
- Increases empowerment
- Needs more likely to be met
- Expression of control

Assertive Communication

A basic assertive communication script

<NAME>,
I feel <EMOTIONS>
when you <THEIR BEHAVIOUR>,
I would prefer it if <PREFERRED BEHAVIOUR>

Ensure you are using emotion words not thinking words.

Thinking words: hope, wish, want, care about, worried that, dream, think, prefer, wonder, expect, know

Emotion words: happy, annoyed, hurt, pleased, frustrated, interested, scared, mad, bored, puzzled, shocked.



▶ Activity

A professor has explained a difficult concept too quickly and you don't understand.

How do you assertively communication the issue?

What will you take
away from today?

The goal is *Progress*
not *Perfection*

