Participant Guide GP
Part 2 - Communication Styles In the Workplace
Overview

In this seminar, we will examine four interpersonal communication styles, describe how they impact individuals and teams, and provide strategies to effectively respond when an ineffective exchange occurs.

Agenda

- Poor Communication
  - Impact on Teams
- Interpersonal Communication Styles
- Effective Responses to Styles
- Staying Calm
- Questions to Ponder

Seminar Length: 30 minutes
Poor Communication Impact on Teams

- Unpredictability
- Less collaboration
- Conflict
- Low morale
- Resignations

Passive Style

- Invisible
- No Input
- Risk Averse
- Resentment

Passive Style
Effective Responses

- Acknowledge efforts
- Reinforce value
- Encourage
- Reassure
Aggressive Style

- Hostility
- Control
- Intimidation
- Loud, demanding
- Fear

Aggressive Style
Effective Responses

- Self talk
- Call it out
- Emotional boundaries
- Rehearse
- Do not escalate

Passive Aggressive Style

- Covert
- Undermining
- Sows confusion
- Sarcastic
- Gossip
Passive Aggressive Style
Effective Responses

- ‘Drop the Rope’
- Remove the reward
- Ask for clarification
- Take EGO out of it
- Step away

Assertive Style

- Courage
- Clarity
- Respect
- Connected
- Responsible

Assertive Style
Effects

- Relief
- Respect
- Trust
Staying Calm

• Feel - Silently honor feelings
• Breathe - Deep and calming
• Think - How to respond
• Speak - De-escalate
• Act - Diffuse the situation

Equanimitly - Calm based on wisdom

Questions to Ponder

When stressed, how do you usually speak to colleagues?

How do you interact with new employees?

If you’re new, how do you interact with seasoned colleagues?

When you hear gossip, how do you usually respond?

If you have bullied or ignored a colleague, how might that have affected them, the team, you?

What behaviors could you work on to improve culture of respect in your workplace?
### Interpersonal Communication Options

<table>
<thead>
<tr>
<th>Issue</th>
<th>Passive</th>
<th>Aggressive</th>
<th>Passive-Aggressive</th>
<th>Assertive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self Esteem</td>
<td>Low</td>
<td>Self-centered</td>
<td>Low</td>
<td>High</td>
</tr>
<tr>
<td>Impact</td>
<td>Cares more about others</td>
<td>Cares only for self</td>
<td>Doesn’t care about anybody</td>
<td>Care about self and others</td>
</tr>
<tr>
<td>Consequences &amp; Approval</td>
<td>Predicts disapproval and will not risk it</td>
<td>Not concerned with approval or consequences</td>
<td>Avoids consequences; want approval through minimal effort</td>
<td>Predicts approval and positive outcomes; risks disapproval</td>
</tr>
<tr>
<td>Meet Needs</td>
<td>Own needs not met</td>
<td>Own needs met at cost of others</td>
<td>Needs of neither met</td>
<td>Own needs met but not at cost to others</td>
</tr>
<tr>
<td>Mistakes</td>
<td>Blames self</td>
<td>Blames others</td>
<td>Blames external forces; defends self</td>
<td>Owns them non-defensively</td>
</tr>
<tr>
<td>Goal Accomplishment</td>
<td>Martyr, self-denying</td>
<td>Uses others</td>
<td>Depreciates self/others; phony efforts</td>
<td>Self-enhancing; supportive of others</td>
</tr>
<tr>
<td>Self-Awareness</td>
<td>Sees only weaknesses</td>
<td>Sees only strengths</td>
<td>Sees fate as responsible; no need to change</td>
<td>Accepts strengths and weakness</td>
</tr>
<tr>
<td>Trust/Control</td>
<td>Lets other control; distrusts self</td>
<td>Controls others; distrusts others</td>
<td>Distrust everyone</td>
<td>Trusts</td>
</tr>
<tr>
<td>Feelings</td>
<td>Depressed and unexpressed</td>
<td>Explosive and hostile</td>
<td>Expressed indirectly and slyly</td>
<td>Expressed authentically and calmly</td>
</tr>
<tr>
<td>Reactions of others</td>
<td>Pity, irritation or disgust</td>
<td>Anger or fear</td>
<td>Confuses others; generates frustration, anger, distrust</td>
<td>Respect or annoyance</td>
</tr>
</tbody>
</table>
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