



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 team, 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

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Seminar Length: 30 minutes



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

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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



Interpersonal Communication Options

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

Confidential Life Balance Solutions at No Cost To You

Counseling

Set of 5 free face-to-face, phone, video or chat sessions per issue per 12 months

- Difficulty with relationships
- Emotional distress
- Job Stress
- Communication/conflict
- Substance use
- Grief

Parent Coaching

Set of 3 phone sessions per year

- Child development & behavior
- Social anxiety
- Excess screen time
- Supplemental to counseling

Family Care

Resources for all stages of life: Parenting & Childcare

- Childcare resources & referrals
- Parent coaching
- Tutors, mentors, programs for children with special needs
- Teens, college and beyond
- New Baby Kit

Adult Care Needs

- Meals-on-Wheels
- Alzheimer's education
- In-home, sub-acute, rehab care
- Free resource book

Legal & Financial

Legal Referrals

- Immigration
- Family law
- Estate planning
- Wills & trust

Financial Consultations

- Money management
- Debt consolidation
- Investment basics
- Income taxes

ID theft resolution

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Benefits

Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act in:

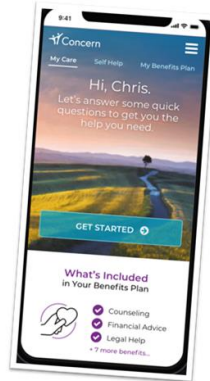
- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected

Call Concern's toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

Concern's Digital Platform

Your front-door for easy, confidential access to personalized support, anytime you need it

- Easy access on your computer or portable devices
- Create your personal dashboard
- Request services, select counselors
- Connect to mindfulness resources from eM Life



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Concern's Digital Platform

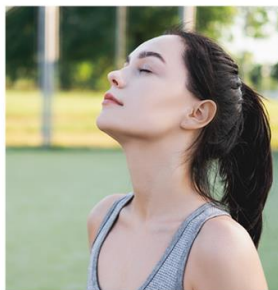
Accessible from your phone, tablet or computer. It is your front door to everything Concern has to offer. Your Personalized Dashboard.

It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

Mindfulness for Everyday Living

Access via Digital Platform

- Evidence-based
- Designed for daily use
- Live and on-demand
- Personalized experience
- Expands prevention
- New skills



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Mindfulness for Everyday Living

You have access to eM Life – an entire suite of evidence-based live and on-demand mindfulness solutions.

- It can be accessed via the
- Concern Website: employees.concernhealth.com, or...
- You can download and access via your mobile phone.

Thank you!
Questions? Comments?

Please complete the Survey Monkey
<https://www.surveymonkey.com/r/3VHDNPS>

