



Participant Guide

Part 2. Communication Styles for the Workplace



Overview

In this webinar, 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



Webinar Length: 30 minutes

Poor Communication Impact on Teams

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



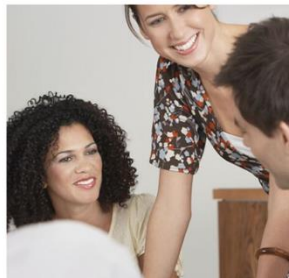
Passive Style

- Invisible
- No input
- Risk averse
- Resentment



Passive Style Effective Responses

- Acknowledge efforts
- Reinforce value
- Encourage
- Reassure



Aggressive Style

- Hostility
- Control
- Intimidating
- 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
- Step away



Assertive Style

- Courage
- Clarity
- Respect
- Connected
- Responsible



Assertive Style

Effects

- Relief
- Respect
- Trust









Staying Calm

Equanimity – Calm based on wisdom

- **Feel** – Silently honor feelings
- **Breathe** – Deep & calming
- **Think** – How to respond
- **Speak** – De-escalate
- **Act** – Diffuse the situation



Questions to Ponder

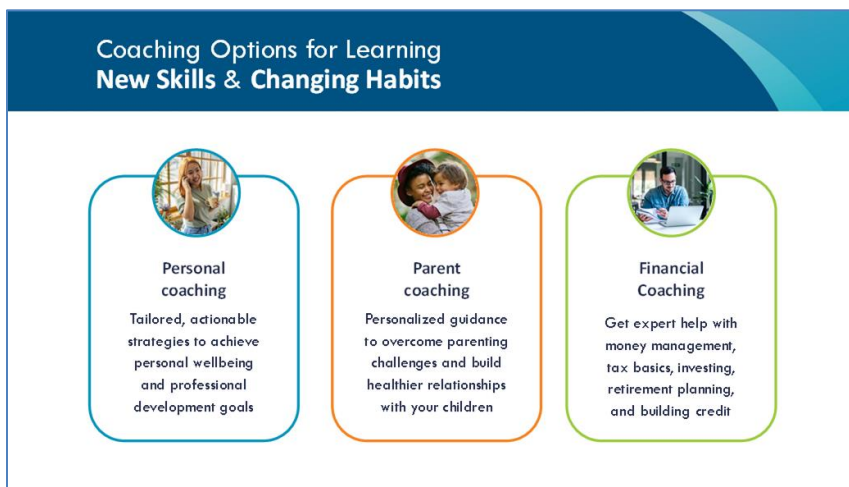
-  When stressed, how do you usually speak to colleagues?
-  How do you interact with new employees?
-  If you're new, how do you interact with seasoned colleagues?
-  When you hear gossip, how do you usually respond?
-  If you have bullied or ignored a colleague, how might that have affected them, the team, you?
-  What behaviors could you work on to improve culture of respect in your workplace?

Interpersonal Communication Options

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

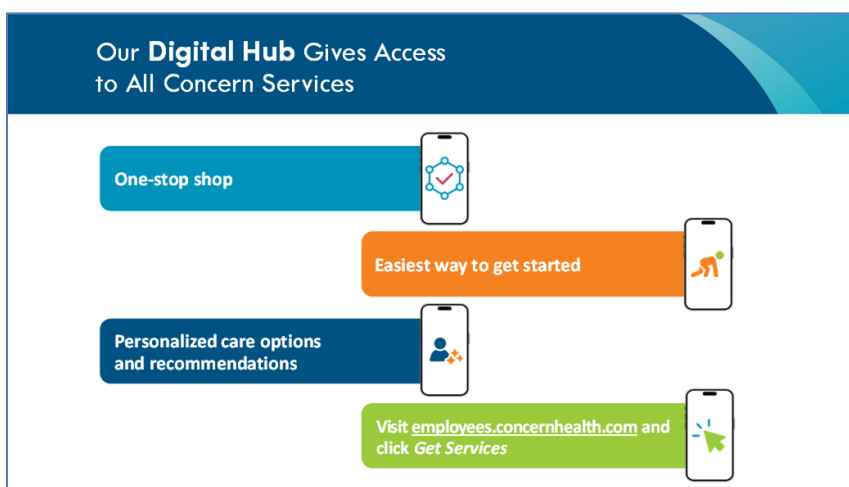


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Questions? Comments

Thank you!

Please complete the Survey Monkey
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