

**WELLBEING:
UMBRELLA**



TRAINING SERIES



WORKFORCE DEVELOPMENT

101: COMMUNICATION SKILLS

2



WEIIBEING UMBRELLA:

Training Series

Training Objectives

3

- ❑ To better understand how you communicate with others
- ❑ How others communicate with you
- ❑ Provide opportunities for Assertiveness Skills Building



**IPDC Wellbeing Umbrella:
Training Series**

What Is Your Communication Style?

4

- ❑ **How does your communication style: hinder? or improve?**
your ability to:
- ❑ Clearly express your wants and needs?
- ❑ Avoid being manipulated?
- ❑ Better manage your stress?



**Only You:
Can Change You!**

Effective Communication Skills: Benefits

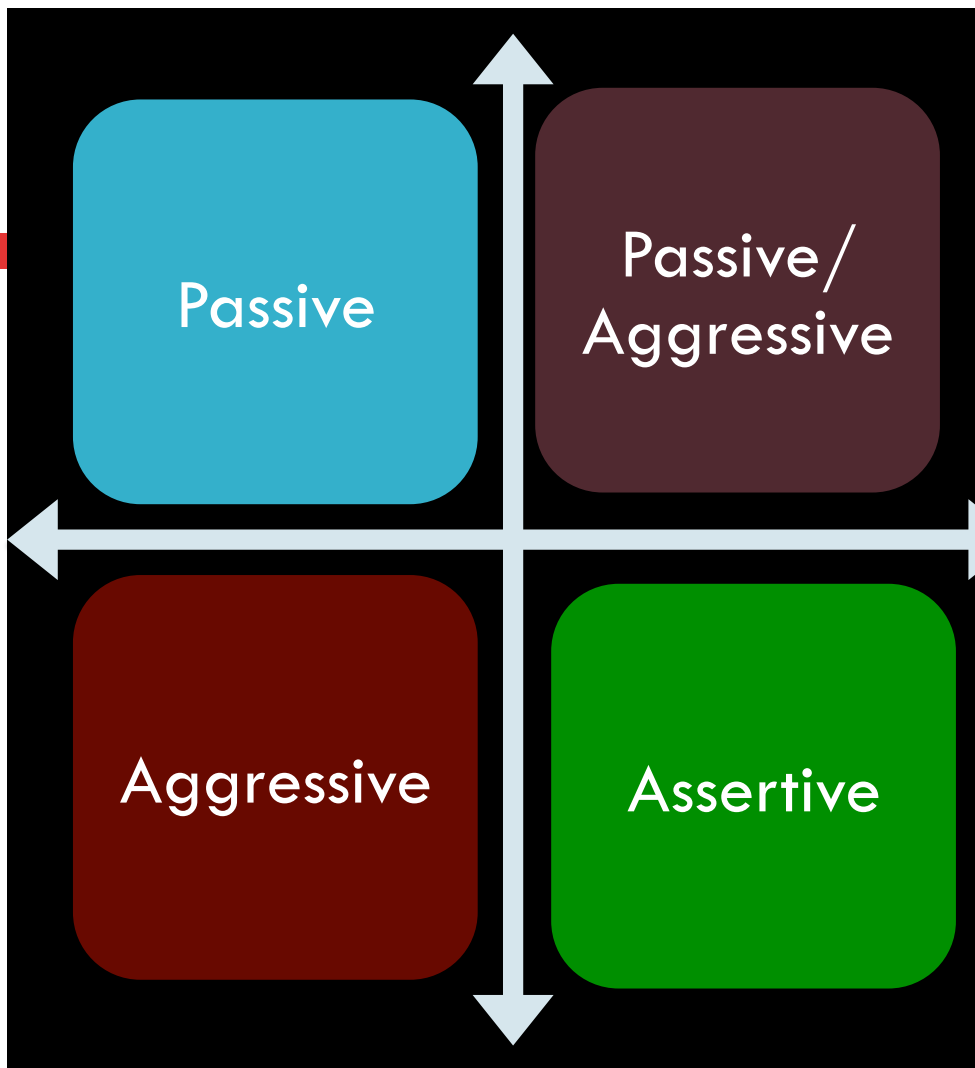
5

- The Benefits Include:
building trust and reducing frustration, facilitate getting more done; improve your interpersonal skills
- Hence, understanding how you communicate is an investment in self development
- The Payoff:
Stronger Relationships; Built Trust; Greater Productivity, and Decreased Stress

Why is This Important?

6

- ❑ Most people tend to adopt a certain mindset: of values, beliefs and style of communication
- ❑ It is that mindset that keeps you stuck and can prevent you from making progress
- ❑ To move forward and achieve: you will need to alter your mindset



What Is Your Communication Style?

- Passive?
- Aggressive?
- Passive/Aggressive?
- Assertive?

Communication Styles: Characteristics: 1

8

	PASSIVE	AGGRESIVE	PASSIVE/ AGGRESIVE	ASSERTIVE
ACTIONS (Typical)	Keeps quiet, puts self down. Hides disagreements; Apologizes for self-expression; Inconvenience himself/herself	Express himself/herself over others; Belittle or dismiss others; Ignore, insults or attacks others opinions	Denies personal responsibility; Covert aggression, sarcastic; Agrees with others, only to avoid a discussion: then looks for ways to defect on the agreement	Directly expresses needs, wants and feelings; Expects others to be equally open and honest; Accepts different opinions without dismissing them

Communication Styles: Characteristics: 2

9

	PASSIVE	AGGRESIVE	PASSIVE/ AGGRESIVE	ASSERTIVE
LOOKS (non verbal)	Looks at the floor and hunches over; Avoids eye contact; Makes himself/herself look small; Speaks softly	Makes himself/herself look large Threatening; Penetrating eye contact; Very Loud	Looks at floor, avoids eye contact; threatening, without being threatening; wanting to achieve control	Very relaxed comfortable body language; Frequent eye contact that is Not glaring

Communication Styles: Characteristics: 3

10

	PASSIVE	AGGRESIVE	PASSIVE/ AGGRESIVE	ASSERTIVE
BELIEFS	<p>My needs are less important than others; I don't have as many rights as others; My contributions are not as valuable as others</p>	<p>My needs are more important and justified than others; I have more rights than others; My contributions are more valuable than others</p>	<p>My needs come first and I cant express them openly; I am not responsible or accountable for my actions; I am entitled to get it my own way even if I made different commitments</p>	<p>My needs are equally as important as others; I have equal rights; We both can win for making valuable contributions; I am accountable for my actions</p>

Communication Styles: Characteristics: 4

11

	PASSIVE	AGGRESIVE	PASSIVE/ AGGRESIVE	ASSERTIVE
EMOTIONS	Fear of rejection Low self-esteem, helplessness; Frustration; Resentment towards others who "Use Me!"	Anger Powerful (or still angry) when winning over others; Later potentially remorseful for mistreating others	Fearful of rejection if being direct or assertive; Resentful of people's demands and power; Fear of being controlled	Positive feelings about self; Positive feelings about socializing with others; Good self- esteem; Optimistic

Communication Styles: Characteristics: 5

12

	PASSIVE	AGGRESIVE	PASSIVE/ AGGRESIVE	ASSERTIVE
GOALS	Avoids conflict Pleases others (no matter at what cost to me) Let others take control (including of my actions)	Win at any cost Control others Always make sure Others know who is in charge	Get it my way without taking responsibility; Get it my way and without having to assert myself	Clear self- expression; Find an agreement; Keep fair boundaries of mutual respect

SUMMARY REVIEW



Passive Communication Style

- ❑ Is indirect, and self-denying
- ❑ Is emotionally dishonest with yourself
- ❑ As it leaves you feeling ignored, helpless, and manipulated

Passive Communication



- ❑ In Passive Communication
- ❑ You are NOT making your wants and needs clear or heard
- ❑ This leaves you Feeling ignored helpless manipulated
- ❑ Can worsen your stress



Aggressiveness

- Aggressiveness can be detected by someone's tone, volume and body language
- Although Aggressiveness express your wants and needs
- it does not express those of others

Passive/Aggressive

16

- ❑ Tactless and Deceptive
- ❑ Derogatory
- ❑ Chooses for others
- ❑ Righteous, Superior, Controlling
- ❑ Disrespectful in tone, body language and volume





Assertive

- ❑ A Feeling of goal oriented
- ❑ Knowing where you are going
- ❑ Confident, and Self-respecting
- ❑ Determination

ASSERTIVENESS TRAINING



Assertive Communication

- ❑ Assertiveness is a way of speaking that clearly states your wants and needs
- ❑ While maintaining respect for yourself and the person you are speaking to.
- ❑ Assertiveness gets better with Practice



Practice: Assertive Communication: 1

20

- Assertive Communication: **Characteristics**
- Calm in the storm
- Self-assured, Even-tempered, Resistant to Stress, and Ability to Manages Stress
- Aims for goals and successful results
- Does not allow nervousness to color the path of accomplishments

Assertive Communication:

21

- Exhibits more confidence and less stress
- Ability to identify and counter the triggers that influence:
how we react to the things that life throws at us
- How we respond to success and failure
- How we respond to Criticism or feed-back from other people
- **How we respond to unexpected events that brings about change**

Practice: Assertive Communication: 2

22

- ❑ **The Assertive Communicator:**
- ❑ Is unlikely to spend a lot of time dwelling on their past failures
- ❑ For the Assertive Communicator **“what’s done is done!”**
- ❑ He/She learns from their personal histories and see little effect in reliving their failures day after day
- ❑ He/She believes that a **“confident approach”** can facilitate the courage to move forward where others can’t.



Assertiveness

- Assertiveness is the Umbrella for Personality
- Assertive communication leads to a happier communicator
- Happiness (or Wellbeing) is the highest that we can aim for in our mental health and day to day interactions

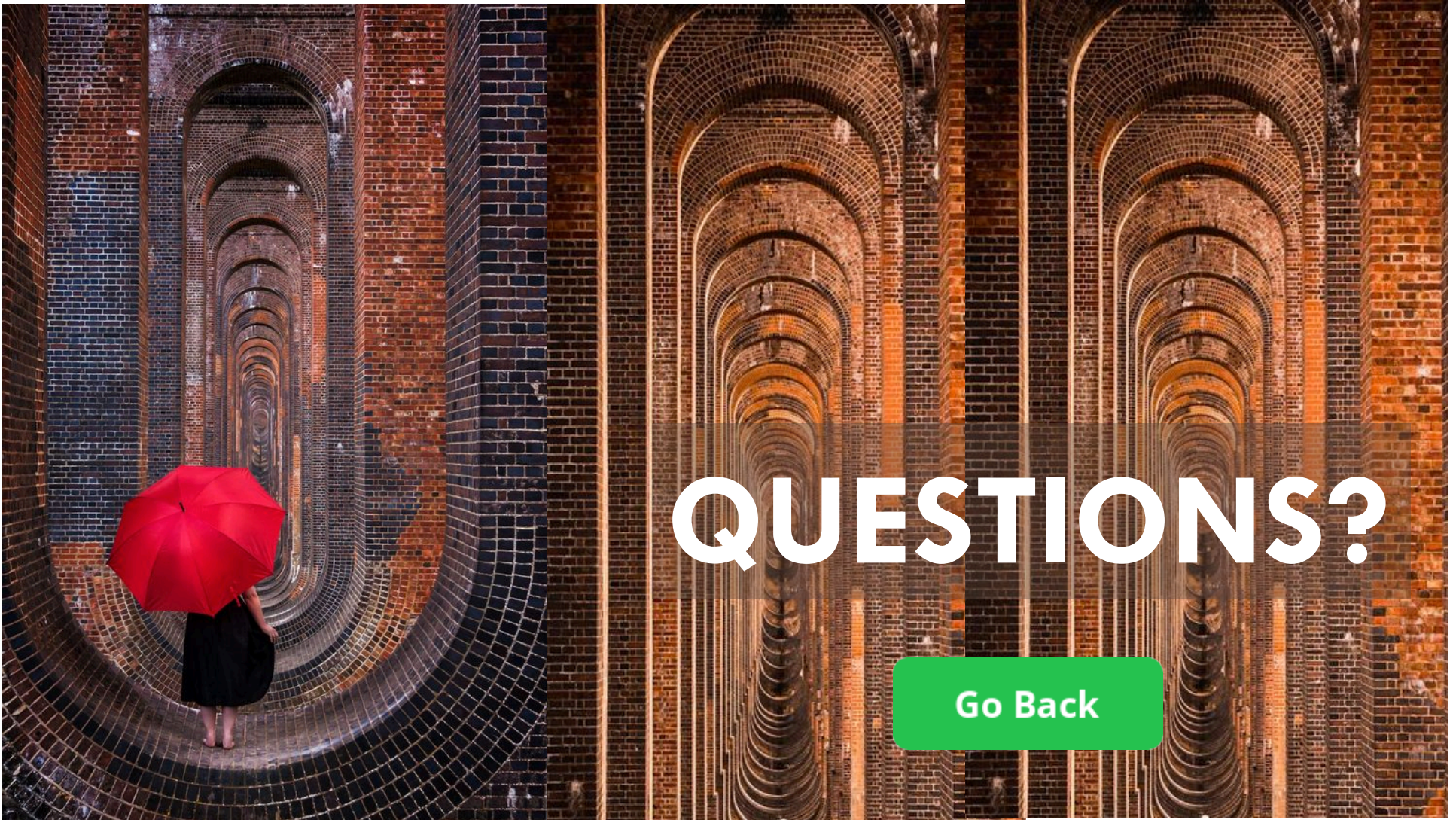
“I See A Brighter World”

Know What You Want

- Practice Effective Communication
- Build Artful, Effective, Assertive, Communication Skills

I Can Change How I See The World:

By How I Participate In It!



QUESTIONS?

[Go Back](#)