Enhance Your Relationships with Better Communication

Benefits of Effective Communication
1. ______________________________________________________
2. ______________________________________________________
3. ______________________________________________________

Components of Effective Communication
1. ______________________________________________________
2. ______________________________________________________

Consequences of Ineffective Communication
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

What is Active Listening?
_________________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Why is Active Listening Important?
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_________________________________________________________________________________
_________________________________________________________________________________
**Scenario**

You are working on a project with your coworker Alishia. You walk over to her desk and ask her if you can update her on the situation and she agrees to talk. During the conversation she intermittently looks at emails and at one point she excuses herself to answer the phone. Sometimes she is looking at paperwork on her desk and when she looks up she has a confused facial expression, as if she is trying to figure out what you are talking about.

How would you feel if you were talking to Alishia?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

**Three Parts of Active Listening**

1. __________________________________________
2. __________________________________________
3. __________________________________________

What could Alishia do differently in order to show that she was listening?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

**What is Assertiveness?**
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
Assess Your Assertiveness at Work and Home

How do you rate your expressive style at the workplace? (Circle your answer.)

Passive
Assertive
Aggressive

How do you rate your expressive style at home or in your personal life? (Circle your answer.)

Passive
Assertive
Aggressive

Why is Assertiveness Important?

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________  

Scenario
My problem: I think my husband rushes me whenever we are getting ready to go someplace.

Assertive solution: “I’ve noticed that whenever we’re preparing to go somewhere, you start rushing me to finish dressing as soon as you're ready, even if it’s not yet the time we had planned to leave. It seems like you get anxious when you’re ready to go and I’m not, but when you do that, I get all flustered and take even more time. By the time we get in the car, we’re mad at each other and not much in the mood to have a good time. From now on, can we please clarify what time we want to leave, and if you’re ready before I am, will you please just go to another room and read the paper or watch TV?”

Three Parts of Assertiveness

1. __________________________________________

2. __________________________________________

3. __________________________________________
What part in our example shows “empathy/validation”?

______________________________________________________________

What part in our example gives the “statement of problem”?

______________________________________________________________

What part in our example gives the “statement of what you want”?

______________________________________________________________

**Communicating with Difficult People**

1. ___________________________________________________________

2. ___________________________________________________________

3. ___________________________________________________________

4. ___________________________________________________________

5. ___________________________________________________________