

## RESILIENCE SKILLS

### 11. ASSERTIVE COMMUNICATION

- **AGGRESSIVE COMMUNICATION**
- Must have the last word
- Talking over the other person
- Ineffective emotion
- Blaming
- Talking down



#### Aggressive Communication Icebergs

- The best defense is a strong offense.
- You've got to be loud and strong if you want to win.
- Never back down from a fight.
- Any sign of weakness and you'll be taken advantage of.
- I want it and deserve it now!

- **ASSERTIVE COMMUNICATION**
- Confident, Clear, Controlled
- Seek to understand
- Important in dealing with family and colleagues (communication that works in prison doesn't work at home)



#### Assertive Communication Icebergs

- People can work out their differences.
- People should be treated with respect.
- I can express myself clearly and confidently.
- What I believe matters.

Suppression (ARC break) is a "harmful intention or action against which one cannot fight back". Thus when one can do anything about it, it is less suppressive.

Price Of Freedom; constant alertness, constant willingness to fight back. There is no other price.  
 ——— RESPONSIBILITY ———



# RESILIENCE SKILLS

## 11. ASSERTIVE COMMUNICATION



- Assertive Communication helps to build Connection.
- Assertive Communication helps you solve problems by remaining Confident, Clear, and Controlled.

What makes communication effective?

PRACTICE, PRACTICE, PRACTICE  
 CONNECTION - FLEXIBILITY  
 UNDERSTANDING FACTORS OF REALITY  
 INTEREST - EXCHANGES

### ▪ PASSIVE COMMUNICATION

- Quiet
- No eye contact
- Withdrawn
- Sulking
- Submissive
- Fearful
- Appeasing



### Passive Communication Icebergs

- It's wrong to complain.
- I don't really care. It doesn't matter.
- I'll make enemies if I speak my mind.
- No one ever really changes anyway.
- It's more important that people like me than to be right.
- I don't like conflict.

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## 11. ASSERTIVE COMMUNICATION

### KEY PRINCIPLES

- **Takes practice:** Assertive Communication takes practice.
- **Flexibility:** Adjust your style of communication to the situation/person you are communicating with.
- **Skill, not personality:** Communication styles are skills, not personality styles.
- **Re-Engage:** Take a break from the conversation. Relax/rethink and then try again.
- **Connection:** Connection is a primary target of Assertive Communication.

**What is the skill?** Assertive Communication is a method of communication that is Confident, Clear, and Controlled.

**When do I use it?** Use Assertive Communication when confronting someone about a conflict or challenge (and is the most appropriate style in that situation).

**How do I use it?** Use the IDEAL model: I = Identify and understand the problem, D = Describe the problem objectively and accurately, E = Express your concerns and how you feel (when appropriate), A = Ask the other person for his/her perspective and ask for a reasonable change, L = List the positive outcomes that will occur if the person makes the agreed upon change.

1-9-19

Early A.M. lucid epiphany: Group Dynamic Exchange, creates arbitrary problems which conflicts with Individual Dynamic Exchange, as the group dynamic has arbitrary Moral-Suppressor agreements — whereas the individual dynamic has understanding of ethics conditions, and maintains ARC accordingly... wherever individuals happen to BE in need of 'exchange'.

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## 11. ASSERTIVE COMMUNICATION

	Self-awareness	Self-regulation	Optimism	Mental Agility	Strengths of Character	Connection
<b>Goal Setting</b>						
<b>Hunt the Good Stuff</b>						
<b>ATC</b>						
<b>Energy Management</b>						
<b>Avoid Thinking Traps</b>						
<b>Detect Icebergs</b>						
<b>Problem Solving</b>						
<b>Put It In Perspective</b>						
<b>Mental Games</b>						
<b>Real-Time Resilience</b>						
<b>Character Strengths</b>						
<b>Assertive Communication</b>						
<b>Praise and Active Constructive Responding</b>						