

 **UR HOUR**

**A Gathering for BIPOC
in Public Media**

This space is for **us.**

PASSIVE

- Difficulty asserting one's self
- Unable to express needs, opinions and feelings
- Allow grievances to mount until they "blow up"
- Difficulty dealing with underlying issues resulting in continued passiveness

PASSIVE-AGGRESSIVE

- Passive on the surface but exhibit anger in an indirect way
- Subtly undermine the object (person or thing; real or imagined) of their resentment
- Usually feel powerless or stuck; incapable of dealing with anger
- Appears cooperative but uses subtle sabotage to frustrate others

AGGRESSIVE

- Advocate firmly for one's self, at the expense of others' feelings or rights
- Use humiliation to control others
- Interrupt people frequently; do not listen well
- Use an intimidating tone or posture
- Often blame others rather than own up to their own transgressions

ASSERTIVE

- Exhibit confidence, care and respect when expressing one's needs, feelings, and opinions
- Use an upright posture and eye contact
- Speak in a controlled manner
- Value one's self; stands up for others

The Four Basic Styles of Communication

Authoritative vs. Domineering Tone

Authoritative: “Commanding and self-confident; likely to be respected and obeyed.”

Domineering: “Asserting one's will over another in an arrogant way.”



Identifying Aggressive Styles & Tones

Usually starts out subtly before becoming overtly aggressive...

When our comment or request is questioned and makes us second guess what we are seeing/experiencing.

“What are you talking about?”

“I’ve never seen that!”

“That would never happen here.”

“It’s not *that* bad.”

Keep us from questioning patterns of behavior.

“That’s not the problem; *this* is the problem.”

“We are wasting time talking about this.”

“The problem will fix itself.”

“If you don’t like it, you can leave.”

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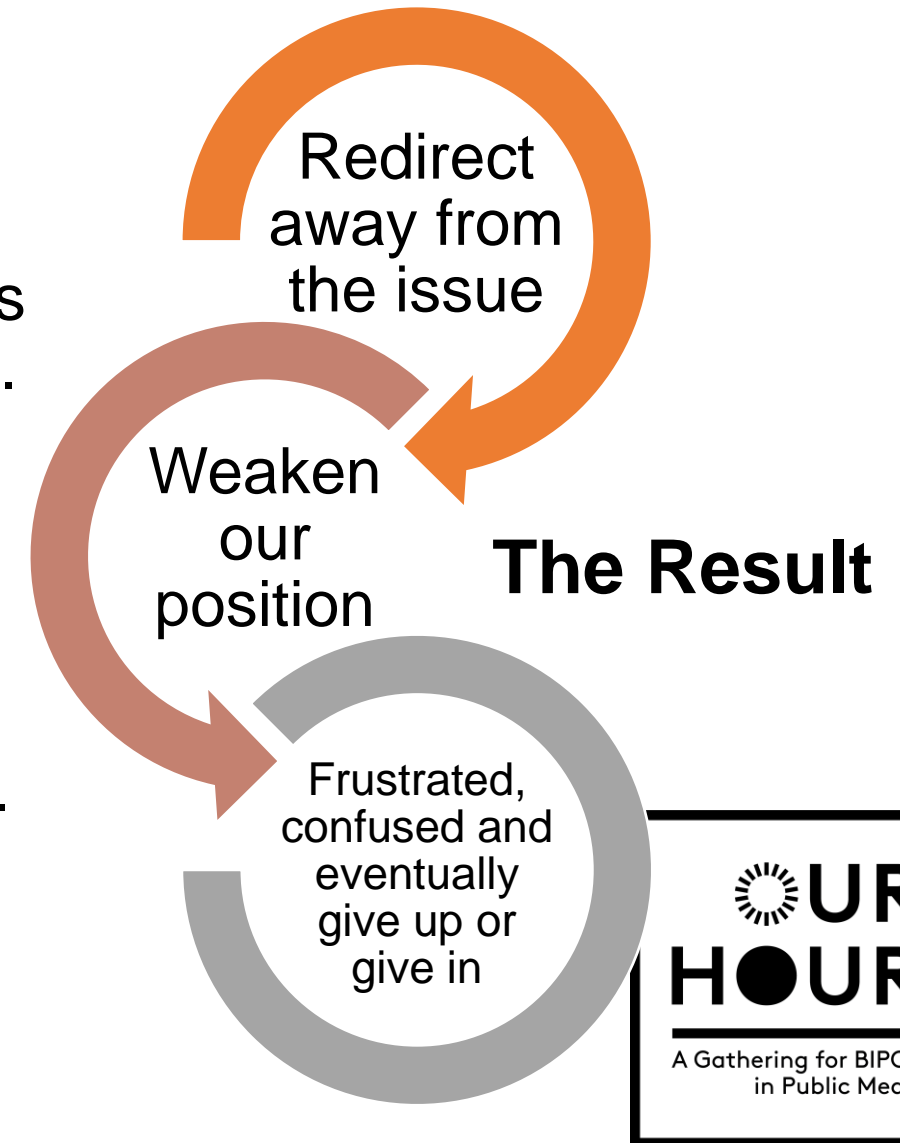
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“Some people try to be tall by cutting off the heads of others.”

- Paramhansa Yogananda

Experiences Imprint on our Psyche



How to prepare for, deflect and counteract these interactions

Identify



Analyze



Plan



Be ~~Aggressive~~ Assertive!

Verbal Cues

- Describe the situation
- Articulate needs clearly and concisely
- Explicitly consider the other person's perspective yet re-assert your goals throughout the dialogue
- Work toward a mutually-agreed upon resolution

Non-Verbal Cues

- Straight spine exudes confidence
- Clear, composed and even tone of voice
- Chin up and unwavering eye-contact, especially when making or refusing requests
- Listen with precision

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Be
Assertive

De-
Personalize


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