OUR HOUR

A Gathering for BIPOC in Public Media
This space is for us.
## The Four Basic Styles of Communication

### 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

Source: https://www.uky.edu/hr/sites/www.uky.edu.hr/files/wellness/images/Conf14_FourCommStyles.pdf
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?”
“H’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.”
Identifying Aggressive Styles & Tones

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

“What are you talking about?”
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“That’s not the problem; *this* is the problem.”
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Redirect away from the issue

Weaken our position

The Result

Frustrated, confused and eventually give up or give in
“Some people try to be tall by cutting off the heads of others.”

- Paramhansa Yogananda

Experiences Imprint on our Psyche

I am in the wrong because I was the one who was reprimanded.

I can’t afford to lose my job.

Will it negatively affect my career if I speak up?

I was wrong for making them feel uncomfortable.

How to prepare for, deflect and counteract these interactions

Identify

Analyze

Plan

Source: Keys to Handling Hostile & Confrontational People, Psychology Today
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

Source: Assertive Communication, Psychology Tools
How to prepare for, deflect and counteract these interactions

Identify it

-Analyze

-Plan

Be Assertive

De-Personalize

Source: Keys to Handling Hostile & Confrontational People, Psychology Today