Communication

Climates
• **Communication Climate**: The _________ of the relationship. Just as every classroom has a unique climate, so does every relationship. The “emotional weather.”

• One of the best ____________ of relationship satisfaction in ...
  1. Marriages
  2. Job
  3. Family
How Communication Climates Develop

- Climates are shaped to the degree with we feel valued.

- **Confirming Messages**: Convey ______
  “I appreciate you!”

- **Disconfirming Messages**: Lack of ______
  “You don’t matter!”

- ____________________________
"I had it for lunch."
Types of Confirming Messages

1. Recognition
   Returning a phone call/text

2. Acknowledgement

3. Endorsement
Types of Disagreeing Messages

- **Disagreeing:** In ____________. You recognize and acknowledge, but don’t endorse.

- **Argumentativeness:** Presenting and defending positions while attacking positions of others.

- This agrees with the _____ you communicate. ________________________.
• Complaining: Happens when we want to show ___________ but don’t want to argue, we do this.

• Satisfied couples complain about ___________ rather than make personal attacks.
  Behavior: “You always leave your dishes in the sink.”
  Personal: “You’re such a slob!”
• **Aggressiveness:** Most _____________ to disagree with another person. The tendency to attack the self-concepts of others in order to inflict ___________. (Name calling, put downs, ____________, yelling).

• Associated with physical violence in marriages, juvenile delinquency, depression.
• **Disconfirming**: More _______ than disagreeing but potentially just as damaging. They communicate one is not valued.

• **Impervious Response**: Fails to acknowledge the other person’s communicative attempt.

• **Interrupting Response**: Occurs when one person interrupts.
Types of Disconfirming Messages

- **Irrelevant Response:**
  “What a day, I thought it would never end! It felt like everything went wrong!
  “We have to talk about Rachel’s birthday.”

- **Tangential Response:**
  “Mommy, look at the flower I found for you!”
  “Go wash your hands they are all dirty!”

- **Impersonal Response**
  “I have had a bad day!”
  “Haven’t we all.”
• **Ambiguous Response:** More than one meaning/unclear.
  “I’d like to get together soon”
  “Yeah, we’ll see about it.”

• **Incongruous Response**
  “I love you!”
  “I love you too” (in monotone voice)
• **Defensiveness**: The process of
  ________________________________
  ________________________________.
  Occurs when we perceive messages as challenging the image we want to protect.
Creating Positive Climates

- Group Presentation!
<table>
<thead>
<tr>
<th>Defensive Behaviors</th>
<th>Supportive Behaviors</th>
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<tbody>
<tr>
<td>1. Evaluation</td>
<td>1. Description</td>
</tr>
<tr>
<td>2. Control</td>
<td>2. Problem/Orientation</td>
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<tr>
<td>5. Superiority</td>
<td>5. Equality</td>
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<tr>
<td>6. Certainty</td>
<td>6. Provisionalism</td>
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**Gibb Categories**
**Evaluation**

“You’re inconsiderate”

**Description**

“I would appreciate if you’re running late, I was worried.”

**Evaluation vs. Description**
**Control vs. Problem Orientation**

**Control**

“There’s only one way to handle this problem...”

**Problem Orientation**

“Looks like we have a problem. Let’s think of some ideas that we both can live with.”
**Strategy:** Speakers hide their ulterior motives. Often manipulative.

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Spontaneity</th>
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<tbody>
<tr>
<td>“Have you ever considered another line of work?”</td>
<td>“I’m concerned about your job performance over the last year, can we talk about it?”</td>
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**Neutrality:** AKA Indifference.

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<tr>
<th>Neutral</th>
<th>Empathy</th>
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<tbody>
<tr>
<td>“Sometimes things just don’t work out.”</td>
<td>“I know you put a lot of time and effort into this project.”</td>
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**Neutrality vs. Empathy**
**Certainty**

“You’ll hate this class, never take it.”

**Provisionalism**

“I didn’t like that class very much; I’m not sure if you would either.”

**Certainty vs. Provisionalism**

Certainty: Speaking in finite terms.
Certainty vs. Provisionalism

**Superiority**: “I’m better than you.”

**Superiority**

“When you get to be in my position then you’ll understand.”

**Equality**

“I’d like to hear how the issue looks to you, then I can tell you how it looks for me.”
Certainty vs. Provisionalism

**Superiority**

“When you get to be in my position then you’ll understand.”

**Equality**

“I’d like to hear how the issue looks to you, then I can tell you how it looks for me.”

**Superiority:** “I’m better than you.”
Offering Constructive Criticism

- Check your motives
- Choose a good time

Positive: “It’s been great working with you these past months.”

Issue: “There’s one thing though, you’ve been late a lot lately and I end up having to do your work.”

Positive: “I really hope we can work it out so we can continue to work together.”

Follow Up
• Ask for specifics
• __________ the speaker’s ideas
• Ask what the critic wants and consequences of behavior in the future
• Ask “________________________?”

How to Respond to Critics
• Why would we do this?? You can still agree with their point of view in many situations.

• Agree with the __________
  “You’re right, I am angry.”

• Agree with the Odds
  “If you don’t talk to more people, they’ll think you’re standoffish.”

You CAN Agree with the Criticism
• **Agree in ___________**
  “What do you mean your not voting!?”
  “You’re right, if everyone stopped voting, the system would fall apart.”

• **Agree with their ___________**
  You can’t disprove their opinion or tell them their feelings are wrong.

**You CAN Agree with the Criticism**