

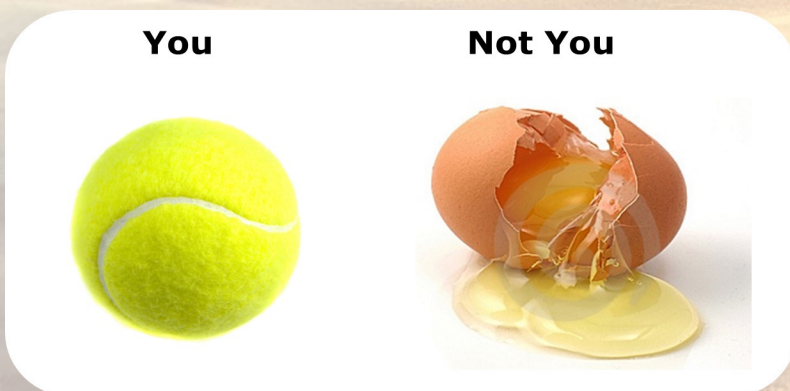
Resiliency Lesson 6

With CYS



Resilience is the ability to grow and thrive in the face of challenges and bounce back from adversity.

Welcome back to Resiliency Training with CYS. In this week's lesson we will be focusing on Assertive Communication. The core competency is Connection. This new competency focuses on other people and how their thoughts and emotions matter. This lesson comes in two parts. Part one, how we connect with people via social media and part two how we connect with people face to face. We will be incorporating a refresher on ATC (Action, Thought, Consequences) to help assist in the lesson. In part two of the lesson we will look at three different communication styles. Aggressive, assertive and passive. We will also be introducing a resilient model called IDEAL.



Resilience Facts

Resilient people know when and how to express emotion

Asking for help is a resilient strategy

Resilience can be messy

Everyone can develop resilience

Assertive Communication Social Media/Text Part One



How many ways do you communicate with people?

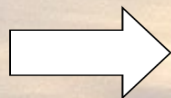
Have you ever posted something to social media about someone or something that happen to you because you where upset? In that moment you didn't care who saw it or what they thought, you just did it. Many of us have, your thought was based on the heat of the moment (Remember ATC See below).

Activating events can often be the messages we receive from others; those messages cause us to have thoughts, and those thoughts drive consequences.

There are times when we just don't think about our actions until its to late. And there are times when, what we say can be taken wrong or just misunderstood. In part one of Assertive Communication we will break down the benefits and the problems of communicating via social media.



**Activating
Event**



Thoughts

Consequences
E: Emotions
R: Reactions

Using this diagram lets list a few benefits and the problems of communication through social media. Then you list some.

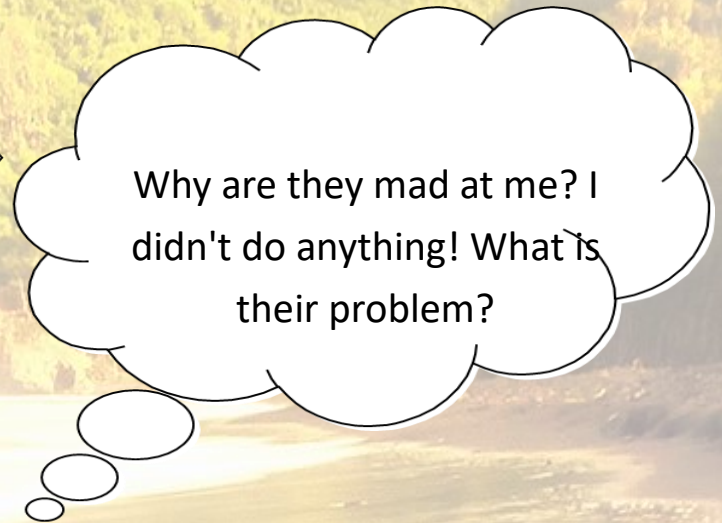
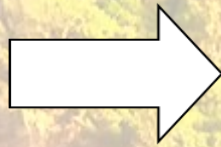
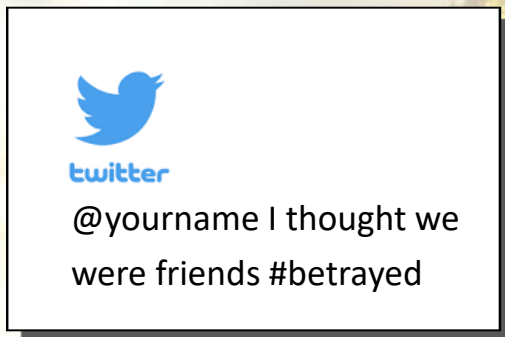
List the benefits of communicating through social media/texting:

- Quick and Easy
- Fastest way to communicate to more then one person
- Get more response
- Photos and Tagging
- Immediate communication
-
-
-
-
-
-
-
-
-
-

List the problems with communicating through social media/texting:

- Vocal Cues
- Spreading Rumors
- Misunderstood
- Negative response
- Social outcast
-
-
-
-
-
-
-
-
-

Now lets look at an example:



E: Upset/ angry

R: Yelling

So in this example we see that the person tweeting thinks that she/he has been betrayed by @yourname. @yourname thoughts create emotions of anger which results in them yelling. Could this have been avoided with a face to face conversation or was there a reason why he or she decided to post it via social media? The real question in this example is, what was the other person thinking? And the answer is we don't know. When we communicate through social media and texting we are missing out on so much information that leads us to assume and speculate things. The purpose of this lesson is about communication and how without all the information laid out in front of us we are left confused, misunderstood, and in this case betrayed. Bottom line is that this conversation should have been done face to face. There are to many unanswered questions to this simple tweet. And there was a much better way to communicate how he/she felt. Sometimes you just need to take the time to connect with people on a different platform. Social media and texting have many outcomes. Some are good and some are bad. But how you handle yourself through this way of communication is something you will need to be resilient on.

Assertive Communication Part Two



In this lesson we are going to show you how to have those tough face-to-face conversations through communicating clearly and with respect. It is important to be flexible in the way that you communicate. There are three styles of communicating.

1. **Aggressive Communication** have the following qualities:

- Body language: takes up more room; distance between them is too close; gestures such as pointing
- Voice: loud; sarcastic
- Message: uses “you” and blaming; exaggerates, using words such as “always” and “never;” does not ask for the other person’s point of view
- Other person’s response: could be intimidated; could fight back; problem does not get resolved

2. **Assertive Communication** have the following qualities:

- Body language: good posture; confident; good eye contact; moderate amount of distance
- Voice: even tone
- Message: Okay to express annoyance or irritation, but controlled; asks if it is a good time to talk; asks for the other person’s point of view; holds the other person accountable; solution to the problem is concrete and collaborative
- Other person’s response: might apologize for whatever part they played in the problem; receptive to the conversation; friendship/relationship is maintained; agrees to the solution, though problem may not be 100% resolved in this conversation

3. **Passive Communication** demonstration should have the following qualities:

- Body language: poor eye contact; slumping; distance between them is too far
- Voice: stammering; low volume
- Message: never really figure out what the problem is; backs down
- Other person’s response: might take control of the conversation; might get annoyed that the message is so unclear or taking too long; problem does not get resolved

Assertive Communication Part Two Cont.



Before you have those tough face-to-face conversations you want to collect your thoughts. You can do this by using a technique called IDEAL. This technique breaks down the situation in five statements that can be helpful in the way you communicate.

They are:

IDENTIFY and understand the problem

Use the skills you have already learned

DESCRIBE the problem objectively and accurately

Just the facts

Minimize exaggeration

EXPRESS your concerns and how you feel (when appropriate)

"I" rather than "you"

Minimize exaggeration

ASK the other person for his/her perspective and then

ASK for reasonable change

"What" and "How" questions, not "Why" questions

Work towards win-win

LIST the positive outcomes that will occur if the person makes the agreed upon change

Start with positive and use negative, if necessary

Now lets look at an example: Maka is the girl that feels betrayed and Hoku believes that she didn't do anything wrong.

IDEAL Model



Maka feels betrayed that I went to the concert without her.

I =	<i>(Thinking Trap) Jumping to Conclusion</i> She's grounded I know her mom wont let her go.
D=	My cousin John asked if I wanted to go to the concert, and I wanted Maka to come with me but I knew she wouldn't be able to go because she was grounded.
E=	I knew her mom wouldn't let her go, so I didn't bother asking. I didn't want to ask her because I didn't want her to be upset that she couldn't go with me. I thought that I would be sparing her feelings on it.
A=	How do you feel betrayed? What did I do wrong?
L=	Never talks to me again Everyone knows what I did now and no one will be my friend I lost her trust in me Apologies for what I did and hopefully she will forgive me.

In this example its hard to control the thoughts of the person you are talking to. Maka will mostly likely be aggressive towards Hoku. And Hoku could be aggressive as well. But in the end the object is to go in with an open mind. Reflect on what you did and how the other person might feel. Look at the over all picture not just one side of the conversation. Resiliency is about being flexible so be flexible in your thinking.

This concludes this weeks lesson on Assertive Communication. Remember it's all about connecting with someone. Consider their thoughts and feelings and how you contributed to it. Be flexible in your thinking and take the time to listen.