

Communication

Destructive & Constructive Communication

Destructive

Destructive Communication

Involving outsiders in your personal relationships and quarrels

Positions instantly harden because you feel the need to save face

Calling Reinforcements

Breaks the bond of trust that you need to build in all good relationships

One of the most damaging things that can be done in communication



PRODUCER
RAY
ROMANO

Endless Fighting



Arguments that never end



Bringing up things that are old
and have nothing to do with what
is happening now



Withdrawal

Withdrawing
from
communication
and *avoiding
conversation*

Includes
ignoring,
neglecting,
acting
indifferent, and
rejecting

Basically
saying "I don't
care enough
about you to
work this out."



BRAD
GARRETT

Destructive

Destructive Communication

Involves name calling,
belittling, comments
about sensitive subjects,
& insulting remarks

Destroy self-esteem,
trust and communication

Character
Assassination

Words once said cannot
be taken back!

Sarcasm is a form of
character assassination

Need to be Right



***Refuse to admit any wrong
doing because they need to
always be right!***

Blaming

Not taking responsibility for yourself

You are the one
that's not
listening

You should of . . .

You-messages
suggest blame,
and encourage
the recipient to
deny wrong-
doing or to
blame back.



Interrupting

A sign that one person feels their idea is more important than another persons

Stops
communication

Shows disregard
for the other person

Asking Questions

Collecting more information helps the speaker feel like you are listening and trying to understand

People seldom say what they really mean the first time.

Clarity

Meaning what
you say and
saying what
you mean

Don't use sarcasm

Don't make the
listener second
guess what the
message
means

"I hope you had
a great time at
the movie last
night with all
your other
friends!!!

"I felt badly last
night when I
heard you
invited everyone
but me to go to
the movie."

Timing

Select a good time to do your important communicating

Don't pick a time when the person is busy or otherwise occupied

Look for non verbal and verbal cues to determine if your timing is good

I-Messages

State the feelings and thoughts you are having at the time of communication

*"I feel ...
when ...
because ..."*

*"I would like
..."*

Clearly indicates who is sending the message.

Lets you be responsible for your own thoughts and feelings without blaming another person

Avoiding Anger

Avoid Shouting, name calling, and physical expressions of anger

They build roadblocks, destroy self-esteem & create fear

Instead tell the person you are to upset to talk at the time

Be sure to keep your word and communicate as soon as you can do so in a constructive way

Respect

*Allow others
to express
their emotions
even when
you do not
understand
them*

Respect the
other person's
point of view
even if it is
different than
yours

Don't be
critical or
judgmental