



# THRIVE

Wellbeing and study success

Presented by:  
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*Session 9: Effective Communication Skills  
(during conflict)*

What is this program all about?



# No Recordings

Today's session will **NOT** be recorded for your privacy.

These sessions are:

- Safe
- Respectful
- Inclusive
- Non-judgemental



- ▶ How do people communicate when they are in conflict?

## ► Conflict Communication Styles

- Passive
- Aggressive
- Passive Aggressive
- Assertive

## ► Passive

- Indirect
- People pleasing
- Withholding thoughts and feelings
- Avoids conflict

## ► Aggressive

- Dominating
- Humiliating
- Blaming
- Righteous
- Zero-sum interactions
- Results from Fear or Anger

## ► Passive Aggressive

- Dominating
- Humiliating
- Blaming
- Righteous
- Zero-sum interactions
- Results from Fear or Anger
- **Without direct conflict**

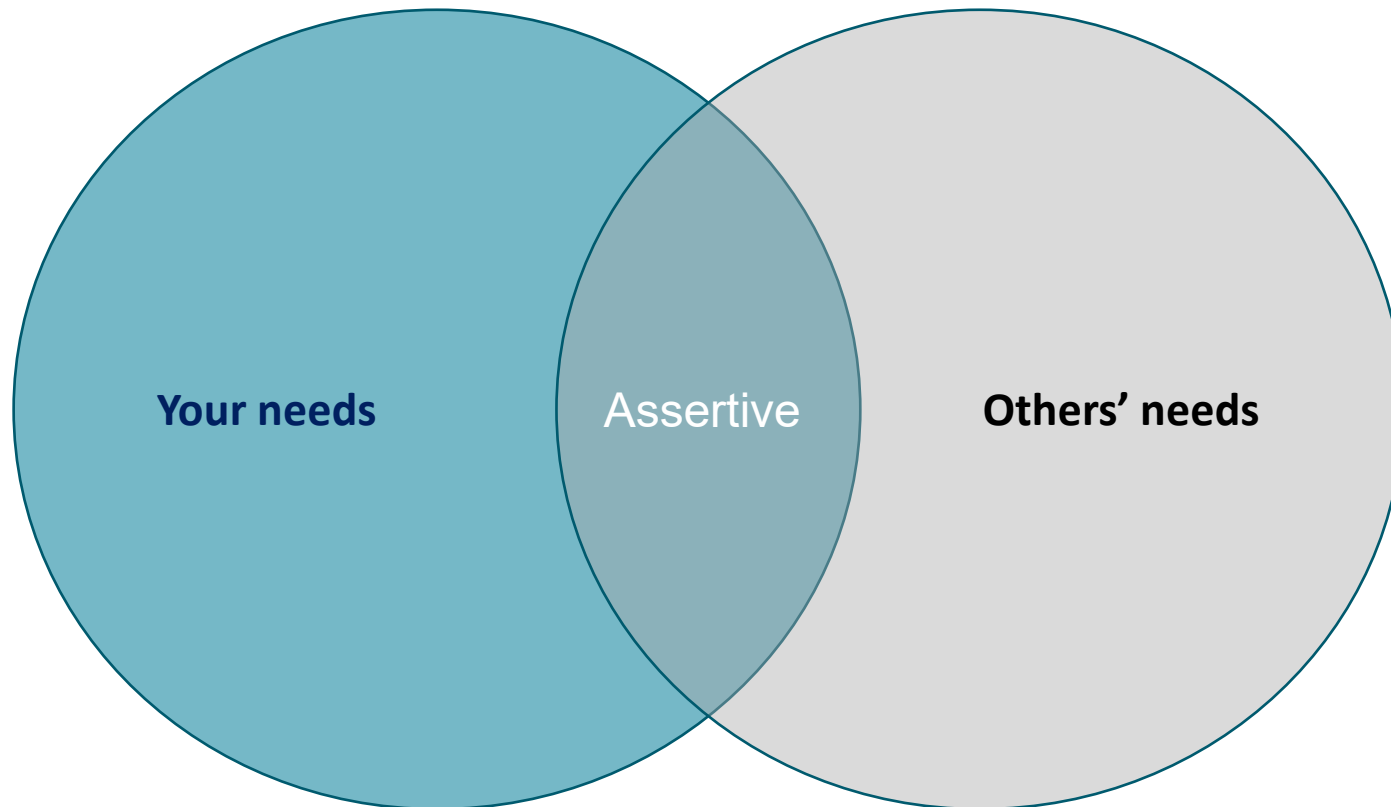


## ▶ Assertive

- Fair
- Direct
- Tactful
- Honest
- Respectful
- Balances needs

# Assertive Communication

Assertiveness is saying what you need or want to say in an empowered way without attacking, blaming, or criticizing.



*Mend your speech a little, lest it may mar your fortunes*  
- William Shakespeare - King Lear

## ► Why be Assertive?

- Passive communication increases depression
- Aggressive communication increases emotional and physical consequences

## ► Why be Assertive?

- Reduces negative affect
- Decreases resentment
- Increases empowerment
- Needs more likely to be met
- Expression of control

*Assertive feels like aggression, when you are not used to it*

# Assertive Communication

## A basic assertive communication script

<NAME>,  
**I feel** <EMOTIONS>  
**when you** <THEIR BEHAVIOUR>,  
**I would prefer it if** <PREFERRED BEHAVIOUR>

*Ensure you are using emotion words not thinking words.*



## ► Activity

*A professor has explained a difficult concept too quickly and you don't understand.*

How do you assertively communicate the issue?

What will you take  
away from today?

The goal is *Progress*  
not *Perfection*

