

Module 6: Roadside Assistance

Topic 3 Content: Effective Communication

Introduction



Effective Communication

- Prevents accidentally speaking in the wrong way
- Helps resolve conflicts efficiently



It is important to use effective communication during conflict resolution. Otherwise the work you do may unravel by speaking to each other in the wrong way. Furthermore, knowing effective communication strategies will help you efficiently resolve conflicts.

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Speaking to Others

Passive Communication

- Allows others to safeguard their interests, while ignoring your own

Aggressive Communication

- Safeguards your own interests at the expense of others'

Assertive Communication

- Attends to everyone's interests and concerns



Take a moment to think about the ways you can speak to others. If you talk to people *passively*, for example, you give them the opportunity to safeguard their own interests, while often ignoring your own. Conversely, if you communicate with people *aggressively*, you will have the opposite result. Specifically, you will safeguard your own interests at the expense of others'. Rather, an effective way to communicate involves being *assertive*, because it attends to everyone's interests and concerns. Speaking assertively involves recognizing others' opinions, but also standing up for your own beliefs.

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Assertive Communication

Assertive Communication

- State your perspective using the word “I”
- Listen to the other perspective
- Respond with clear and brief answers
- Identify behaviors rather than call names
- Maintain respectful eye contact
- Use appropriate voice volume and body language
- Discuss one issue at a time



When communicating assertively, keep the following strategies in mind:

- State your perspective using the word “I” to share how you feel. For example, “I felt shocked” versus “You shocked me.”
- Make sure to listen to the other person’s perspective.
- Respond with clear and brief answers. The longer you talk, the more inclined you are to speak passively or aggressively.
- Identify behaviors that caused concern rather than name calling. For example, “I become upset when you copy my homework” versus “You are a cheater.”
- Maintain a respectful level of eye contact.
- Keep the volume of your voice even and use appropriate body language.
- Only discuss one issue at a time.