Class #5: Understanding and Practicing Various Types of Communication

What We Will Cover in Class #5:

<table>
<thead>
<tr>
<th>Estimated Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Review Homework From Class #4</td>
</tr>
<tr>
<td>A. Relaxation Ratings</td>
</tr>
<tr>
<td>B. ABC(STOP)D: Diary of Thoughts</td>
</tr>
<tr>
<td>2. Mini-Lecture and Discussion:</td>
</tr>
<tr>
<td>Communication: The Key to Understanding</td>
</tr>
<tr>
<td>3. Refreshment Break</td>
</tr>
<tr>
<td>4. Practicing Assertive Communication</td>
</tr>
<tr>
<td>5. Relaxation Ratings and Practice</td>
</tr>
<tr>
<td>6. Homework for the Next Class</td>
</tr>
<tr>
<td>7. Summary of Class #4</td>
</tr>
</tbody>
</table>

Total Time = 120 min.
1. REVIEW HOMEWORK

A. Relaxation Diary. Let us go around the room and share our completed homework assignment.

STOP!

Leaders: Encourage continued practice of the relaxation exercise and daily ratings of tension. Praise all attempts.

B. ABC(STOP)D: Complete Diary of Thoughts. Let us go around the room to share our completed assignments. We’ll ask for several volunteers to read theirs out loud and we will use them as examples for the rest of the group.

STOP!

Leaders: Record A-B-C (Stop) D columns on the board or on a flip chart and ask a volunteer if you can write out their complete example as it is given. Ask the volunteer and/or the rest of the group to identify the unhelpful thinking patterns, the danger signals, and the stop signs, and be sure to get all the way through to the D section: new thoughts, and new actions that will occur now, as a result of going through all these steps.
Class #5: Understanding and Practicing the Various Types of Communication

Please Use This Page for Taking Notes
2. MINI-LECTURE AND DISCUSSION:
COMMUNICATION: THE KEY TO UNDERSTANDING

There are three styles of communicating your thoughts and wishes to others. These styles of communicating exist on a range from passive to aggressive. The three styles are passive, assertive, and aggressive communication. Each of these styles respects the boundaries, or rights, of individuals to a greater or lesser degree. It is important that each person’s boundaries are respected for effective communication to take place.

The most effective method of communicating is the assertive style of communication. Assertive communication means that each person mutually respects the boundaries of the other. In contrast, persons who communicate aggressively try to win at all costs by not respecting the boundaries of others. Persons who communicate passively do not stand up for themselves and allow their boundaries to be violated by others. These two forms of communication (passive and aggressive) do not lead to outcomes that leave the individuals feeling good about their interactions with each other.

COMMUNICATION STYLES

<-----|-------------------------|------------------------|----->

Passive       Assertive       Aggressive
Boundaries are violated by others Boundaries are mutually respected Disrespect for others’ boundaries
A. PASSIVE COMMUNICATION:

This type of communication involves failing to express our feelings honestly. Being passive lets others violate our rights. We express our thoughts and feelings undirectly and apologetically, leading others to easily disregard them. Communicating passively shows a lack of respect for our own problems. The goal of passivity is to appease others and to avoid conflict at any cost.

The message communicated by passive behavior is: “I don’t count; you can take advantage of me. My feelings don’t matter; only yours do. My thoughts aren’t important; your are the only ones worth listening to. I’m nothing; you are superior.”

EXAMPLE:

Carmen takes care of her husband who has Alzheimer’s Disease. Carmen has arranged for her husband to stay with her brother, Daniel, while she takes a one week vacation. One week before Carmen is scheduled to leave on her trip, Daniel calls to say that he has changed his mind and doesn’t want to take care of her husband after all. Carmen responds by saying: “That’s okay, I really didn’t need to go after all.”

B. AGGRESSIVE COMMUNICATION:

This type of communication involves standing up for personal rights and expressing your thoughts in a way which is usually inappropriate and always violates the rights of the other person. The goal of aggression is domination and forcing the other person to lose.

The message is: “This is what I think; you’re stupid for thinking differently. This is what I want; what you want isn’t important. This is what I feel; your feelings don’t count.”

EXAMPLE:

Carmen responds to Daniel’s stating that he doesn’t want to take care of her husband by saying: “I’m sick and tired of you always giving me a hard time! You promised to take care of him, and I’m going to hold you to that promise whether you like it or out!”
C. ASSERTIVE COMMUNICATION:

In contrast, COMMUNICATING ASSERTIVELY involves standing up for your own personal rights and expressing thoughts directly and honestly. This way you do not violate another person’s rights. The basic message is: “This message expresses your feelings without dominating, humiliating, or degrading the other person.

Communicating assertively involves two types of respect:

1. Respect for yourself
2. Respect for the other person’s needs and rights

EXAMPLE:

Carmen responds to Daniel’s stating that he doesn’t want to take care of her husband by saying “It’s very important that I get some relief from caregiving. I would like to talk to you and to try to work this out.”

STOP!

Leaders: Go around the group and get examples from the participants experiences. What do they think is their daily communication style? In the caregiving situation? With other family members? Encourage all caregivers to share their thoughts and reactions. Allow about 10 to 15 minutes for this exercise.

3. REFRESHMENT BREAK - 10 MIN.
4. PRACTICING ASSERTIVE COMMUNICATION

Now we will break up into pairs or small groups and role play a specific situation in which you are trying to ask for help or respite from a family member or friend, and he or she is reluctant to agree. We have about 20 minutes for this exercise, so each person in the pair has about 10 minutes to practice. We will go around and assist you. Please try to make the situation as realistic as possible for you. Please also try to be aware of how to be effective and assertive in your approach. Then, we will come back together as a large group and discuss your feelings and reaction to this exercise.

STOP!

Leaders: Circulate around the group and encourage assertive responses. After 10 minutes, have the pairs switch roles, so that both people have a chance to practice. Then have the whole group share feelings, reactions, and what they have learned. Introduce them to the form called “Assertiveness Practice Sheet” (page 80) to complete for next time.
Please Use This Page for Taking Notes
5. RELAXATION EXERCISE

Make yourself as comfortable as possible. First, I’d like you to remove any objects from your lap and place your feet on the floor. Place your hands on your thighs. Don’t cross your legs or your arms. Close your eyes so you can’t see the light or other people and so you won’t be distracted by what’s going on around you.

Now breathe deeply, and imagine that you are in an empty vase that you have to fill up to the rim with air. Inhale deeply again, and exhale ... while you’re exhaling say the word “Amen” or “calm” silently to yourself ... continue breathing as deeply as possible ... always filling up the bottom of your lungs and then exhaling ...

Right now, notice where your body is most tense. Make yourself as comfortable as possible. Relax the tension in your neck, shoulders, arms, back, legs and feet ... Keep breathing deeply and exhale, saying to yourself the work that you’ve chosen.

Now imagine that you’re searching for the most safe and peaceful place that you know ... Are you searching for it indoors or outdoors? When you find it, look at it closely. What is it like? Use all of your senses to enjoy it as much as possible.

What’s around you? What colors do you see? What smells do you notice? What sounds do you hear? Do you hear the chirping of birds? Or are you on the beach and hear the calls of the seagulls and the crashing of the waves? Or maybe you’re listening to the pleasant sound of a river’s current.

Can you make out the breeze moving through the branches of the trees? ... Perhaps you’re listening to the silence of a mountain peak. Pay attention to the colors. Are they bright? ... The sounds, are they loud or soft? ... What sensations do you feel? Is it warm out or do you feel cold? ... Do you like being here alone? Look closely at your place, enjoy it, you are in peace.

Enjoy for a few moments the experience of being in your peaceful place.

Soon I am going to ask you to come back from your peaceful place, knowing that you can always go back to this place just by closing your eyes ... and by breathing deeply three times ...

Slowly leave your place and focus all of you attention on your breathing.

Little by little you will leave your place, and tell yourself that you can always return to this place just by closing your eyes and breathing deeply three times. I’m, going to count from 5 to 1, and when I reach 1, I’ll ask you to come back to the classroom ....

5 ... 4 ... 3 ... 2 ... and 1. Open your eyes and come back to the classroom.
In-Class Practice Rating:

1. First, write the number that represents your current tension level.

   Before the relaxation exercise, I feel
   ___________ (rate your tension from 1 to 5)

2. Now, we will conduct a brief relaxation technique that will last about 5 minutes.

3. Finally, evaluate your tension level after you have practiced the relaxation technique.

   After the relaxation exercise, I feel
   ___________ (rate your tension from 1 to 5)
6. HOMEWORK TO DO BEFORE CLASS #6

1. **Relaxation Diary**: Use the dialy relaxation practice and ratings.

2. **ABC(STOP)D: Diary of Thoughts.** Continue to complete at least one form this week.

3. **Assertiveness Practice Sheet.** We want you to practice the Assertive Techniques at least once this week. We want you to choose a situation where you normally have difficulty and this time, mentally plan how you are going to be assertive (not passive nor aggressive). Then, when the opportunity arises, please put your plan into actions and write down some notes, or use the form we provide so that you can remember what happened. We will ask you (next week in class) to talk about your experience. If you would like more practice, an additional copy of the Assertiveness Practice Sheet is in Appendix E.
# RELAXATION DIARY: TENSION EVALUATION

Use This Scale to Rate Your Level of Tension

1 = Not at all tense  
2 = Slightly tense  
3 = Moderately tense  
4 = Really tense  
5 = Terribly tense

<table>
<thead>
<tr>
<th>DATE</th>
<th>TENSION</th>
<th>COMMENTS (why I felt this way, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Before relaxing: ______</td>
<td></td>
</tr>
<tr>
<td></td>
<td>After relaxing: ______</td>
<td></td>
</tr>
</tbody>
</table>
El Modelo SPS(ALTO): Diario de Pensamientos

<table>
<thead>
<tr>
<th>A = ACTION</th>
<th>B = BELIEF</th>
<th>C = CONSEQUENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A situation that causes me frustration.</td>
<td>My thoughts/beliefs about the situation that are making me upset.</td>
<td>My feelings about the situation that are making me upset.</td>
</tr>
</tbody>
</table>

IDENTIFY THE UNHELPFUL THINKING PATTERNS
**ABC (STOP)D: DIARY OF THOUGHTS**

<table>
<thead>
<tr>
<th>DANGER SIGNALS</th>
<th>D=DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>What I notice about myself that tells me I am upset. (Physical Symptoms)</td>
<td>do now after using my stop signs. How I will handle this differently in the future</td>
</tr>
<tr>
<td></td>
<td>PENSAMIENTOS NUEVOS</td>
</tr>
</tbody>
</table>
PRÁCTICA DE ASERTIVIDAD

Use esta forma para escribir cualquier nota que usted necesite para ayudarse a recordar como se sintió cuando usó su técnica de comunicación asertiva esta semana. Describa cual fue la situación, cuales destrezas de la comunicación asertiva utilizó, el resultado de la situación, y como se sintió. Puede usar la Sección A para explicar la situación y después use la Sección B para apuntar el resto de la situación.

Sección A. La situación en la que utilizó mis destrezas de asertividad fue:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Sección B.

<table>
<thead>
<tr>
<th>Lo que dije o hice en la situación</th>
<th>Cuál fue el resultado de la situación?</th>
<th>Cómo me sentí después de usar mis destrezas?</th>
</tr>
</thead>
</table>
RESUMEN DE LA 5ª CLASE

En esta clase, aprendimos la diferencia entre los tipos de comunicación: pasiva, agresiva, y asertiva o directa.

La comunicación pasiva nos impide expresar nuestros sentimientos abiertamente, y permite que otros se aprovechen de nosotros; esto dá como resultado, sentimientos de desilusión y frustración.

La comunicación agresiva nos deja expresarnos, pero la comunicación se realiza de una manera irrespetuosa e insultante para los demás.

La comunicación asertiva nos hace respetar los sentimientos de otros y sus opiniones por la manera sincera y respetuosa en que nos comunicamos. La comunicación asertiva no garantiza que las otras personas no van a reaccionar negativamente a lo que decimos, pero esta comunicación no amenaza y es directa.