# *Feedback

## Communication styles

* **What is considered good :**
* The best dialogues are those that present a plausible situation and have sufficient information to understand the style and the situation

* **In general**
* there was assertive (with some cases of aggressive) communication by the students that comply with tehir duties

* Most used : Assertiveness and an effort to solve the problem as a group rather than putting the burden in the collegaue
  * OK is it is a one time episode otherwise it is non assertive

* No one expelled the faulty colleague

# * Feedback : general comment

* Thos who non comply have often excuses but do not always express them in an assertive way
    * If the excuses are credible and communicated in a timely manner, so that the situation can be solved, it can be assertive communications
        * Non communication of a problem is non assertive (or manipulation)
    * If the excuses are not credible they can be considered manipulation

* Feedback : general comment

* Individual is honest , direct , Firm
* Communication is simple and direct (no tricks involved)
* Expresses needs , opinions , feelings in a direct and honest manner – what I really want, feel and think
* Defends his/her own opinions, wishes and feelings  rights respecting and promoting others opinions, wishes and feelings A "no" is as assertive as a "yes"

* Assertiveness

* It was the style most frequently used
* Group in general tries to figure out a solution together for the problems/difficulties of colleague; honest communciation with no previous judging and common effort
* Group does not easily accepts bad excuses and confronts the colleague
    * In result faulty colleague feels the pressure and offers to solve the problem , by putting in extra effort
* Group does not feel offended by it and works with it constructively

* Assertiveness

* Demonstration of superiority in exaggerated fashion; dominate, emphasis on winning vs losing  Shows no respect for others' feelings ; blaming others

* Objective  is to hurt others which we believe are guilty of something that displeases us

* Individual sends the message with  a tone of accusation/threat,  sarcastic, or full of second  meaning (hidden messages in it ); insinuations made

* Agressiveness

*Not present in most dialogues

   *Just in a few  and it is expressed with high or rude tone

*Agressiveness

\* Individual expresses message stating his/hers wishes interests or views in an hesitant, apologetic, fearful way ; he /she is not clear (beats around the bush); almost apologises for having an opinion , views, interests

He/she does not defend his/her rights , nor expresses his/her feelings, passing the message that these are not important;

It is not easy to deal with this type of person as one needs to try to guess what the other person is feeling/thinking

\* Non assertive

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* If excuses are repeated , and the group accepts, it is non assertive and may lead to problems and conflicts in the future
    * Thre is a tendency here for excuses being accepted . How many excuses are we willing to accept and why?
* Non plausible excuses or lies,  irony, sarcasm, can be included in a style we have not talked about-manipulation

* Non assertiveness

* Lack of time – other subjects (reply: but he was caught through face book)

* Hard to work at home ( reply – so you should go to the library)

* Problem with the PC – just realised it on the weekend and it would take 4 days to fix (reply : should have called us or use school PC )

* Friends coming up to visit + other assignments + mistaken deadline (thougt had more time…)

* List of  excuses

* Iam not good at organising work in my mind
* Problems at home
* Work for other courses
* Personal problems – too personnal that cannot be told
* takes the dog to the veterinary (and already failed before)
* Had a party –
* Has part-time job
* Does not feel aprecciated by the group and so lacks motivation
* Did not know the deadline – ignorance posture

# *List of  excuses

* Irony , sarcasms – second meanings
* Lies, bad excuses
* Rumor spreading
* Make stories to avoid getting the resposability for his/her own faults – blame others

* In the model of communication class we talked about **lying** : lying is a barrier to communication, it impedes social relations based on trust and cooperation (those we look for when choosing to work with friends)

* Manipulating

- Use others through tacticts that involve lies and emotional blackmail

- In subtle ways lead others into doing what he/she wants , always presenting him/herself as full of good intentions

- and exploits the convictions, values, good intentions of others and manages to make them feel guilty (emotional blackmail )

- **Avoids direct confrontation ; acts like in a theather play wihout ever referring his/her true objectives ..**

\* Manipulation

\* **Two main reason for the formation of an manipulating attitude :**

\* **education-** someone that has been educated in a manipulative context, develops the belief that being manipulative is the only way to get what one wants.

\* **Belief that one cannot trust others** as they cannot be trustworthy and that there is no benefits in being honest and direct; they have the belief that if others know their real feelings will manipulate them (vicious cycle)

   \* Recall **projection** bias of perception

\* Manipulation