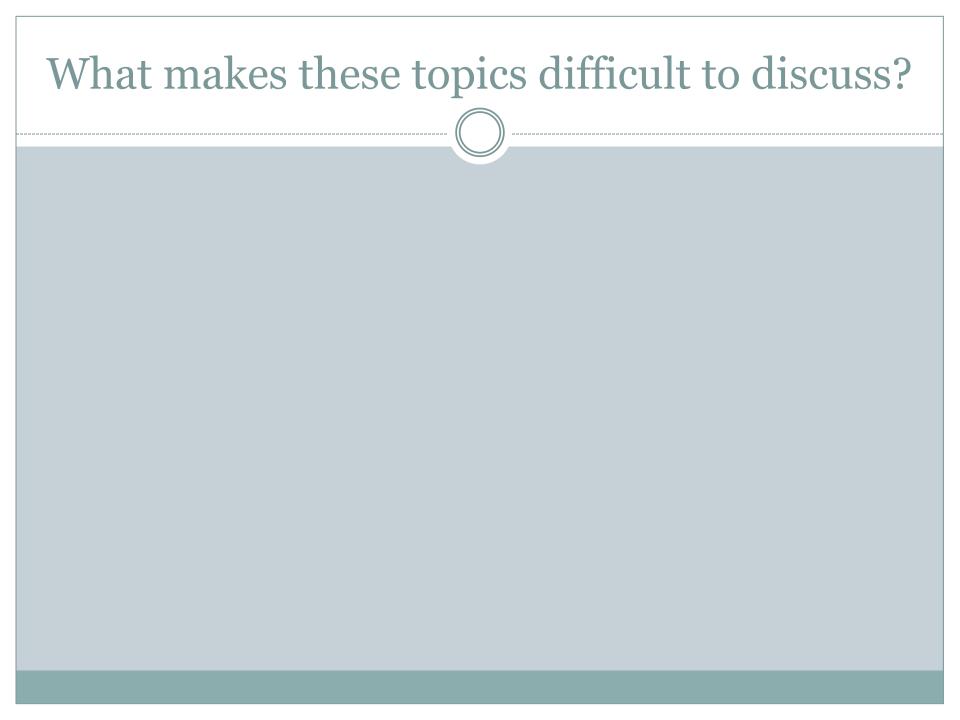
## Communication Skills for Controversial Topics

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#### **Controversial Topics**

- Abortion
- Affirmative Action
- Affordable Care Act (aka Obamacare)
- Animal Rights
- Barack Obama
- Drug Legalization & Medical Marijuana
- Gay Marriage

- Gun Rights
- Global War on Terror
- Homeschooling
- Torture (e.g., waterboarding)
- What else?



#### **Barriers to Effective Communication**

- Cognitive biases
  - o E.g., dichotomous thinking (e.g., black-and-white thinking)
- Poor emotional regulation
  - o E.g., Related to frustration tolerance, anxiety
- Us-versus-Them mentality
- Leading to...Negative verbal and non-verbal reactions
  - o Aggressive, passive, and passive aggressive

#### **Communication Skills**

- Attending, listening, and observing
- Open-ended questions
- Restatements and paraphrasing
- Challenges / Confrontation
- Assertiveness

#### Communication Example

- Piers Morgan interviews Larry Pratt on CNN
  - Look for examples of effective and ineffective communication
  - Look for the barriers to effective communication

#### Assertiveness

- Assertive behavior
- Passive / Non-assertive behavior
- Aggressive behavior
- Passive-aggressive behavior

#### Four Corners Exercise

#### When Can You Be More Assertive?

- Individually, write down one academic or CMArelated situation where you can be more assertive
- In small groups (3-4), share and discuss your example

#### Role Play Practice

- In your same small groups,
  - o Design a situation to role play and assign roles
  - o Demonstrate 1 non-assertive response and 1 assertive response
    - Use the Types of Assertiveness handout for the assertive response
  - Feedback and discussion from the class

#### **Action Plan**

- Reflecting on today's lecture and exercises, identify one or two types of assertion that you can use in a specific situation in this class in the next 1-2 weeks.
  - You will then share with your small groups, but not with the entire class

#### Questions or Comments?

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### Assertive behavior

## Passive / Nonassertive behavior

## Aggressive behavior

# Passive-aggressive behavior