

ENHANCING YOUR COMMUNICATION SKILLS FOR WORKPLACE SUCCESS

ASSOCIATION OF SPECIAL
LIBRARIES OF THE PHILIPPINES
INFORMILLENNIALS 2.0

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COMMUNICATION IS
A KEY INGREDIENT
IN EFFECTIVE
LEADERSHIP

MODEL OF COMMUNICATION PROCESS

SOURCE



MESSAGE



CHANNEL

NOISE



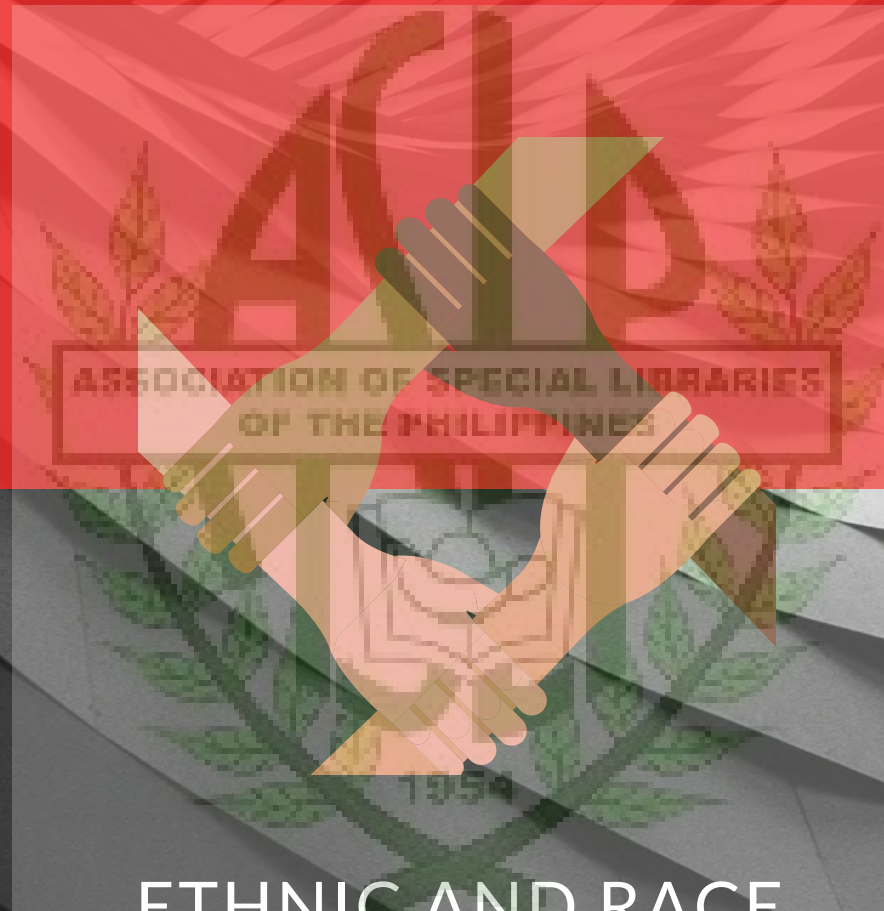
RECEIVER

FEEDBACK

COMMUNICATION DIFFERENCES



GENDER



ETHNIC AND RACE



GENERATION

FOUR COMMUNICATION STYLE

The logo of the Association of Special Libraries and Information Professionals (ASLIP) is centered in the background. It features a circular emblem with a laurel wreath and a central shield. Above the emblem, the text 'ASSOCIATION OF SPECIAL LIBRARIES' is visible, and below it, 'INFORMATION PROFESSIONALS' is partially visible. The acronym 'ASLIP' is prominently displayed in large, stylized letters across the center of the emblem.

PASSIVE
AGGRESSIVE
PASSIVE-AGGRESSIVE
ASSERTIVE

PASSIVE COMMUNICATION

- IS A STYLE WHICH INDIVIDUALS HAVE DEVELOPED A PATTERN OF AVOIDING EXPRESSING THEIR OPINIONS OR FEELINGS, PROTECTING THEIR RIGHTS, AND IDENTIFYING AND MEETING THEIR NEEDS
- THIS STYLE IS ABOUT PLEASING OTHER PEOPLE AND AVOIDING CONFLICT. A SUBMISSIVE PERSON BEHAVES AS IF OTHER PEOPLES' NEEDS ARE MORE IMPORTANT, AND OTHER PEOPLE HAVE MORE RIGHTS AND MORE TO CONTRIBUTE.

IMPACT:

- ANXIOUS
- DEPRESSED
- RESENTFUL
- CONFUSED



Behavioural Characteristics

- Apologetic (feel as if you are imposing when you ask for what you want)
- Avoiding any confrontation
- Finding difficulty in taking responsibility or decisions
- Yielding to someone else's preferences (and discounting own rights and needs)
- Opting out
- Feeling like a victim
- Blaming others for events
- Refusing compliments
- Inexpressive (of feelings and desires)

Non-Verbal Behaviour

- Voice – Volume is soft
- Posture – make themselves as small as possible, head down
- Gestures – twist and fidget
- Facial expression – no eye contact
- Spatial position – make themselves smaller/lower than others
- Submissive behaviour is marked by a martyr-like attitude (victim mentality) and a refusal to try out initiatives, which might improve things.

Language

- "Oh, it's nothing, really."
- "Oh, that's all right; I didn't want it anymore."
- "You choose; anything is fine."

People on the Receiving end Feel

- Exasperated
- Frustrated
- Guilty
- You don't know what you want (and so discount you)
- They can take advantage of you.
- Others resent the low energy surrounding the submissive person and eventually give up trying to help them because their efforts are subtly or overtly rejected.



AGGRESSIVE COMMUNICATION

- IS A STYLE IN WHICH INDIVIDUALS EXPRESS THEIR FEELINGS AND OPINIONS AND ADVOCATE FOR THEIR NEEDS IN A WAY THAT VIOLATES THE RIGHTS OF OTHERS. THUS, AGGRESSIVE COMMUNICATORS ARE VERBALLY AND/OR PHYSICALLY ABUSIVE.
- THIS STYLE IS ABOUT WINNING – OFTEN AT SOMEONE ELSE'S EXPENSE. AN AGGRESSIVE PERSON BEHAVES AS IF THEIR NEEDS ARE THE MOST IMPORTANT, AS THOUGH THEY HAVE MORE RIGHTS, AND HAVE MORE TO CONTRIBUTE THAN OTHER PEOPLE. IT IS AN INEFFECTIVE COMMUNICATION STYLE AS THE CONTENT OF THE MESSAGE MAY GET LOST BECAUSE PEOPLE ARE TOO BUSY REACTING TO THE WAY IT'S DELIVERED.

ASSOCIATION OF SPECIAL LIBRARIES
OF THE PHILIPPINES

1954

Behavioural Characteristics

- Frightening, threatening, loud, hostile
- Willing to achieve goals at expense of others
- Out to "win"
- Demanding, abrasive
- Belligerent
- Explosive, unpredictable
- Intimidating
- Bullying

Non-Verbal Behaviour

- Voice – volume is loud
- Posture – 'bigger than' others
- Gestures - big, fast, sharp/jerky
- Facial expression – scowl, frown, glare
- Spatial position - Invade others' personal space, try to stand 'over' others

Language

- "You are crazy!"
- "Do it my way!"
- "You make me sick!"
- "That is just about enough out of you!"
- Sarcasm, name-calling, threatening, blaming, insulting.

People on the Receiving end Feel

- Defensive, aggressive (withdraw or fight back)
- Uncooperative
- Resentful/Vengeful
- Humiliated/degraded
- Hurt
- Afraid
- A loss of respect for the aggressive person
- Mistakes and problems are not reported to an aggressive person in case they "blow up". Others are afraid of being railroaded, exploited or humiliated.



PASSIVE-AGGRESSIVE

- IS A STYLE IN WHICH INDIVIDUALS APPEAR PASSIVE ON THE SURFACE BUT ARE REALLY ACTING OUT ANGER IN A SUBTLE, INDIRECT, OR BEHIND-THE-SCENES WAY. PEOPLE WHO DEVELOP A PATTERN OF PASSIVE-AGGRESSIVE COMMUNICATION USUALLY FEEL POWERLESS, STUCK, AND RESENTFUL – IN OTHER WORDS, THEY FEEL INCAPABLE OF DEALING DIRECTLY WITH THE OBJECT OF THEIR RESENTMENTS. INSTEAD, THEY EXPRESS THEIR ANGER BY SUBTLY UNDERMINING THE OBJECT (REAL OR IMAGINED) OF THEIR RESENTMENTS.
- THIS IS A STYLE IN WHICH PEOPLE APPEAR PASSIVE ON THE SURFACE, BUT ARE ACTUALLY ACTING OUT THEIR ANGER IN INDIRECT OR BEHIND-THE-SCENES WAYS.



Behavioural Characteristics

- Indirectly aggressive
- Sarcastic
- Devious
- Unreliable
- Complaining
- Sulky
- Patronising
- Gossips
- Two-faced - Pleasant to people to their faces, but poisonous behind their backs (rumours, sabotage etc.) People do things to actively harm the other party e.g. they sabotage a machine by loosening a bolt or put too much salt in their food.

Non-Verbal Behaviour

- Voice – Often speaks with a sugary sweet voice.
- Posture – often asymmetrical – e.g. Standing with hand on hip, and hip thrust out (when being sarcastic or patronising)
- Gestures – Can be jerky, quick
- Facial expression – Often looks sweet and innocent
- Spatial position – often too close, even touching other as pretends to be warm and friendly

Language

- Passive-aggressive language is when you say something like "Why don't you go ahead and do it; my ideas aren't very good anyway" but maybe with a little sting of irony or even worse, sarcasm, such as "You always know better in any case."
- "Oh don't you worry about me, I can sort myself out – like I usually have to."

People on the Receiving end Feel

- Confused
- Angry
- Hurt
- Resentful

ASSERTIVE COMMUNICATION

- IS A STYLE IN WHICH INDIVIDUALS CLEARLY STATE THEIR OPINIONS AND FEELINGS, AND FIRMLY ADVOCATE FOR THEIR RIGHTS AND NEEDS WITHOUT VIOLATING THE RIGHTS OF OTHERS. THESE INDIVIDUALS VALUE THEMSELVES, THEIR TIME, AND THEIR EMOTIONAL, SPIRITUAL, AND PHYSICAL NEEDS AND ARE STRONG ADVOCATES FOR THEMSELVES WHILE BEING VERY RESPECTFUL OF THE RIGHTS OF OTHERS.
- ASSERTIVE COMMUNICATION IS BORN OF HIGH SELF-ESTEEM. IT IS THE HEALTHIEST AND MOST EFFECTIVE STYLE OF COMMUNICATION - THE SWEET SPOT BETWEEN BEING TOO AGGRESSIVE AND TOO PASSIVE. WHEN WE ARE ASSERTIVE, WE HAVE THE CONFIDENCE TO COMMUNICATE WITHOUT RESORTING TO GAMES OR MANIPULATION.



Behavioural Characteristics

- Achieving goals without hurting others
- Protective of own rights and respectful of others' rights
- Socially and emotionally expressive
- Making your own choices and taking responsibility for them
- Asking directly for needs to be met, while accepting the possibility of rejection
- Accepting compliments

Non-Verbal Behaviour

- Voice – medium pitch and speed and volume
- Posture – open posture, symmetrical balance, tall, relaxed, no fidgeting
- Gestures – even, rounded, expansive
- Facial expression – good eye contact
- Spatial position – in control, respectful of others

Language

- "Please would you turn the volume down? I am really struggling to concentrate on my studies."
- "I am so sorry, but I won't be able to help you with your project this afternoon, as I have a dentist appointment."

People on the Receiving end Feel

- They can take the person at their word
- They know where they stand with the person
- The person can cope with justified criticism and accept compliments
- The person can look after themselves
- Respect for the person



IN CONCLUSION, LET'S APPLY THE
ABCDEF COMM TIPS





ASSOCIATION OF SPECIAL LIBRARIES
OF THE PHILIPPINES

ALWAYS SHOW RESPECT FOR
OTHERS, AND THEIR IDEAS AND
BELIEFS



BE EMPHATHETIC



CLARITY AND CONFIDENCE
ARE ESSENTIAL



DO NOT JUST TALK, ALSO
LISTEN



EXERCISE AN OPEN MIND



FEEDBACK MATTERS

**“PEOPLE DON'T BUY WHAT YOU DO;
THEY BUY WHY YOU DO IT. AND
WHAT YOU DO SIMPLY PROVES
WHAT YOU BELIEVE”**

Simon Sinek, Author of "Start With Why"

THANK YOU

HAVE A NICE DAY!

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