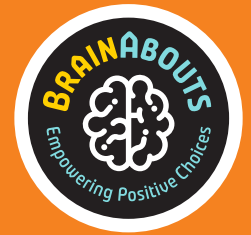


Communication Facts & Stats



Communication Continuum

Passive

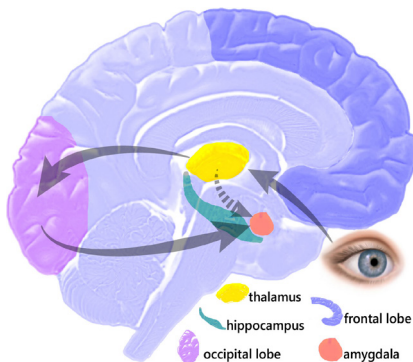
Assertive

Aggressive

Passive-Aggressive
Passive type (e.g. withdrawing)

Passive-Aggressive
Aggressive type (e.g. sarcasm)

Amygdala Hijack



By ManosHacker - Own work, CC BY-SA 3.0,

When the amygdala senses a threat, cortisol and adrenaline are released to prepare the body for fight or flight. These powerful hormones may stimulate aggressive (fight) or passive (flight) behavior, even if there is no real threat to survival.

Staying calm to keep the frontal lobe on so that it can accurately interpret communication and make thoughtful decisions regarding how to behave may keep embarrassing reactions from happening.

7%

Only 7% of our communication is verbal. Research

indicates our messages consist of 7% verbal, 38% vocal and 55% visual information.

93%

Thus, 93% of messages are communicated nonverbally.

This point makes it clear that the ability to read nonverbal messages is vital for accurate message interpretation.

Overt vs. Covert

Overt Messages: Communication that is direct and clear..

Covert Messages: Communication that is indirect, left up to interpretation, and may carry hidden meanings either intended or unintended by the speaker. Sometimes covert body language, facial gestures, tone, or inflections result in passive-aggressive interpretations by listeners. What covert messages do you hear in these messages?

- I'm just trying to help.
- You don't need to cry about that.
- Why did you get a B?
- Don't be so sensitive.
- You have so much potential.
- Could you be more like your brother? Or, your sister?

Assertive Clarification: Use assertiveness to clarify meaning to combat covert messages. For example, say 'Did you mean _____?' or 'Your body language said something different. I want to be sure I understand what you meant.'