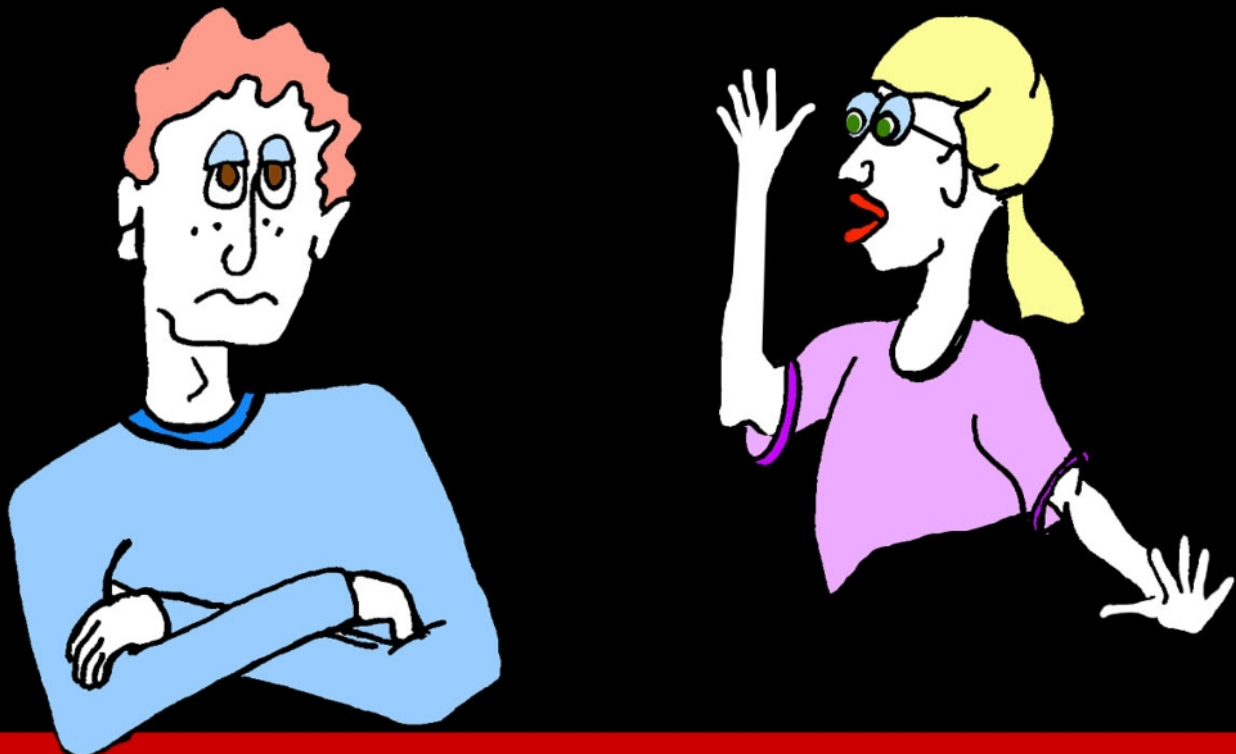


passive aggressive COMMUNICATION BEHAVIORS

*How to Confront Conflict
AND Find a Resolution*



PATTY ANN

passive
aGGRESSiVe
**COMMUNICATION
BEHAVIORS**

*How to Confront Conflict
AND Find a Resolution*

**This Book is Completely
Written & Illustrated
By Patty Ann**

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Who is this instructional book written for?
EVERYONE!
Teachers~Teenagers~Parents~Mentors~Employers!

Communication Skill Development...

- *Acquire Skills to Enhance Interpersonal Relationships*
- *Assess Behaviors for Communication Best Practices*
- *Understand How Perceptions Affect All Interactions*
- *Critique to Find Resolution for Challenging Interactions*
- *Develop Awareness for Non-verbal Body Language Uses*
- *Discern, Evaluate & Clarify Message Content & Context*

Ideas for Use Include:

- *As an overhead to share with groups*
- *As a handout to pre-check knowledge*
- *To introduce critical thinking development*
- *As a discussion starter or class opener*
- *As a group project based learning*
- *As an independent assignment*

OUR JURN Exercises and Worksheets Are Integrated Throughout this Activity Guide.

WORKBOOK HIGHLIGHTS

Titles Link to Chapters
EVERY SECTION INCLUDES
YOUR TURN (to WRITE) EXERCISES

Passive-Aggressive Behaviors

- Definition
- Words and Phrases to Describe

Types of Passive-Aggressive Messages

- Examples with YOUR TURN write ins
- Why do people use passive-aggressive behavior?
- How to stop passive-aggressive behavior cycle

Perception Checks Clarify Misunderstandings

- Explanation and Examples
- Practice Perception Checks

How to Cope with Conflict

- What is Conflict?
- The Facts of Conflict
- Conflict Presents Positive Outcomes

A Win-Win Approach to Conflict

- Use "I" Statements
- Confront the Issues
- Find Solutions
- Identify and Communicate Your Needs
- Listen to Others
- Share Problem-Resolution Responsibilities

Be Proactive, and Protect Yourself

Knowledge Check ~ Quick Quiz

PASSIVE-AGGRESSIVE BEHAVIOR

Passive-aggressive behaviors and communication comes in all forms. Identifying behaviors is an important part of communicating in our relationships. And clarifying a speaker's intention is vital to understanding their message.

People come from backgrounds where learned behaviors were deeply embedded in their psyche. Passive-aggression is a behavior that was taught in our formative years. Primary caregivers, such as parents and close relationships, quietly instilled this conduct unaware that was how they communicated.

This guidebook takes a look at one of the most prevalent communication conditions. Passive-aggressive messages are not overtly challenging, but are extremely difficult to recognize when attempting to find understanding between two parties.

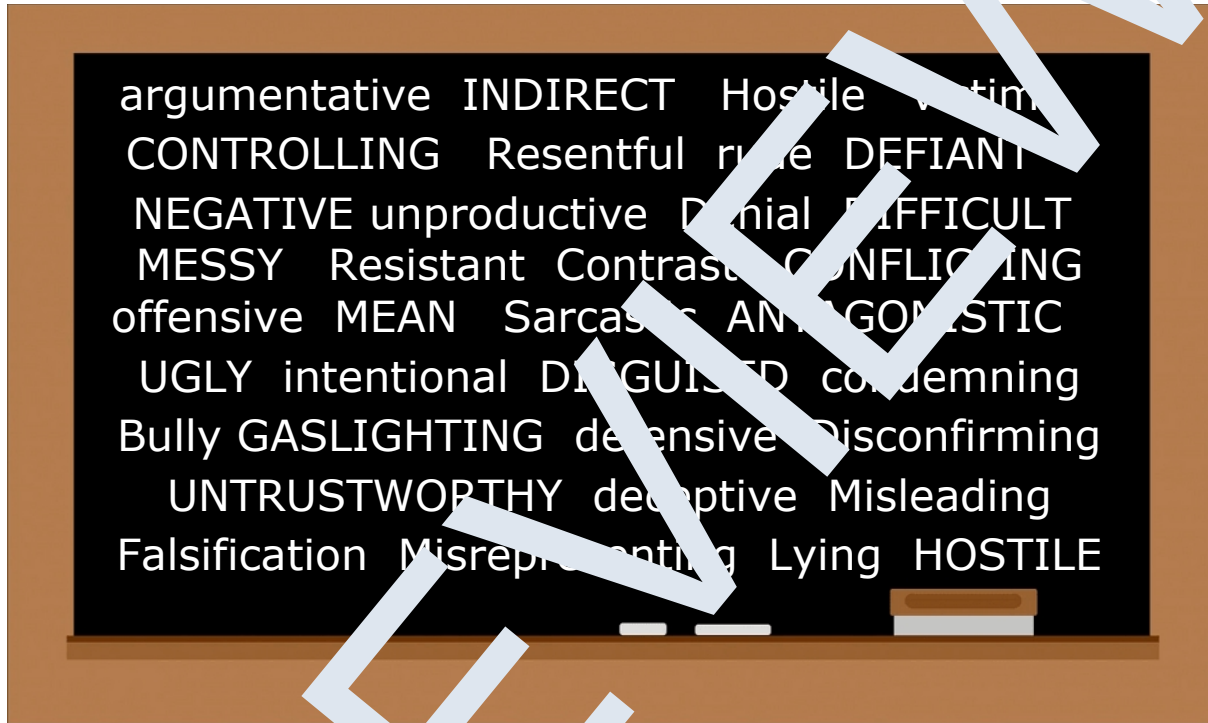
The reason passive-aggressive communication is difficult to navigate, is because a person's body language, words, and actions are in-congruent with each other. Diversified patterns create mixed messages, and conflicts. Passive aggression is often referred to *crazy making*.

This workbook will help you learn how passive-aggressive behaviors are expressed, and what behaviors to observe. Exercises and examples will help you understand the patterns. You will learn simple techniques on how to cope with this type of conflict successfully, to find a resolution.



DEFINING PASSIVE-AGGRESSION

There are many words to describe *crazy making* conduct.
Let's look at examples:



YOUR TURN Write out as many descriptions, phrases or words to define passive-aggressive conduct.

TYPES OF PASSIVE-AGGRESSIVE MESSAGES

Passive-aggressive messages are anti-productive behaviors that develop when communication between two people is not honest and doesn't go forward. These behaviors are used to gain control in a relationship or in a situation. By using vague inferences and confusing language, frustrated recipients become defeated, and often resentful.

What does passive-aggressive behavior look like? Typically, this conduct arises when a person is dissatisfied with another individual. By disguising their unhappiness through undesirable conduct, issues rarely get resolved.

Make no mistake! Passive-aggressive action IS communication. A person that uses passive-aggression has learned to deal with conflict indirectly. Just as all communication, passive-aggressive behaviors are 10% words and 90% actions.

Situation Example:

Your good friend stomps around because she is mad at something you've done. Instead of confronting you about what upsets her, she throws a tantrum. This tactic strays you for the moment, but the real underlying problem goes unresolved.

Situation Example:

You are mad at your parents for the curfew they instituted. Instead of discussing alternatives with them you lash out with a bad temper. Acting out instead of communicating directly is a form of passive-aggressive behavior.

Situation Example:

You are expressing an opinion to a friend who does not like what you said. When you ask the friend for their input they don't answer. Instead they turn their back and walk away. Non verbal responses is a passive aggressive behavior.



YOUR TURN! Take each of the following examples and write down your experiences, and interactions in the grid.

Behaviors Expressed	Words Said
USING GUILT	
DROPPING HINTS	
USING SARCASM	

Why do people use passive-aggressive behaviors?

(1) Some folks are not fully aware that their behavior is passive-aggressive because they learned this way of communicating from their parents or mentors. It is a built-in learned habit that is normal for them.

(2) Others know exactly how to utilize passive-aggressive behavior to accomplish getting what they want from someone else. This type of communication is not straightforward, and done in a very ambiguous manner. Controlling outcomes is their primary motive.

There are a number of drawbacks to using a passive-aggressive approach, which include:

- Passive-aggressive behaviors do not work as a long-term solution.
- Due to the indirect nature of passive-aggression your message may be completely misunderstood or misconstructed.
- The recipient to passive-aggressive behavior may understand the message, but refuse to comply.
- Passive-aggression conducts irritates receiving counterparts.
- Ultimately this behavior builds a resentful climate and harms a relationship.

YOUR TURN! Provide our examples of disadvantages to using passive-aggression in relationships.

Stop passive-aggressive cycles through awareness.

First, you must be able to **recognize** passive-aggressive behavior. Second, getting to the root of communication problems is in **understanding behavior patterns**. These three steps can help:

1. Asking **questions** to clarify what was said;
2. **Paraphrase** back what you think you heard;
3. Use **empathy** to understand the other person's viewpoint.

These are essential skills that will pave your way towards finding common ground, building stronger relationships, and getting others to stop passive-aggressive behaviors.

YOUR TURN! Reflect on a situation where you recognized the conversation was being controlled. Recollect your experience. If you cannot answer, don't fret. You will learn techniques to help.

The Experience:
Did I Ask Questions to Clarify? What Was Asked?
Did I Paraphrase to Check for Mutual Understanding?
Did I use Empathy to Understand their Viewpoint?

PERCEPTION CHECKS CLARIFY MISUNDERSTANDINGS

If you recognize passive-aggressive actions in your relationships confront your other half about their behavior. However, be prepared for unexpected reactions due to the unpredictable nature of this conduct. Try and listen, be respectful, and use perception checks to gain understanding. What is a perception check?

Nobody can read another person's mind, but you do have the ability to learn more about what another person is thinking. The skill of 'perception checking' provides a way to share your interpretations and enable a common understanding. Perception checks have three distinct parts:

- A description of the behavior you noticed;
- Several possible interpretations of the behavior;
- A request for clarification, or an explanation about how you should interpret the message

YOUR TURN! Describe a situation where you misunderstood a mixed message.

What was the Situation?
Describe Noticed Behaviors:
What was Your Interpretation?
How did you Clarify the Message?

Conflict Presents Positive Outcomes

- Without conflict we would never find solutions to our problems!
- Conflict is the perfect platform to understand another person's viewpoint.
- Conflict helps us deal with- and resolve our own personal issues.
- The challenges of conflict can be our greatest teachers.
- Conflict is good for human growth and does not have to be viewed as a bad thing!



YOUR TURN Share an experience where a conflict helped you to learn about yourself. Describe the situation and the outcome.

A WIN-WIN APPROACH TO CONFLICT

Let's take a look at skills you can develop so when conflict crops up, you can proactively communicate!

Use "I" Statements

Avoid blaming the other person. Instead use "I" statements to get your point across. Placing blame threatens and puts others on the defensive. Using "I" statements shifts the responsibility and consequently puts you in control.

Example:

Placing Blame: "You are so bossy!"

Using "I" statements: "It really upsets me when I'm bossed around. Please don't..."

YOUR TURN! Provide an example where someone put blame on you. What did they say? Then use an "I" statement.

Words that Blame:

Use an "I" Statement:

Share Problem-Resolution Responsibilities

Be resourceful and create alternate solutions to resolve the problem. No one person has all the answers. Use many ideas to arrive at a suitable outcome, then evaluate the merits of each solution for the one that will work the best.

Example:

A solitary solution: "No matter what, we need to get the project out by the deadline."

Sharing problem/resolution responsibilities: "Let's determine the type of support each one of us can give to get the project out by the deadline."

YOUR TURN! Describe a situation where it was best to have cooperation and collaboration to get something accomplished.

Describe the Situation:

A Single Solution to the Situation:

Sharing Problem-Resolution Responsibilities:

KNOWLEDGE CHECK ~ QUICK QUIZ

A person in your class was awarded student of the year. Give a verbal example of a confirming message you could pass along to this person:

Your science partner is messing up your joint experiment. You don't want to hurt his feelings, but you want the project done right. Give an example of what you might say to keep a cooperative atmosphere.

Name 2 drawbacks to using passive-aggressive behaviors:

x _____

x _____

Conflict is healthy. Describe benefits that can develop from a conflict:

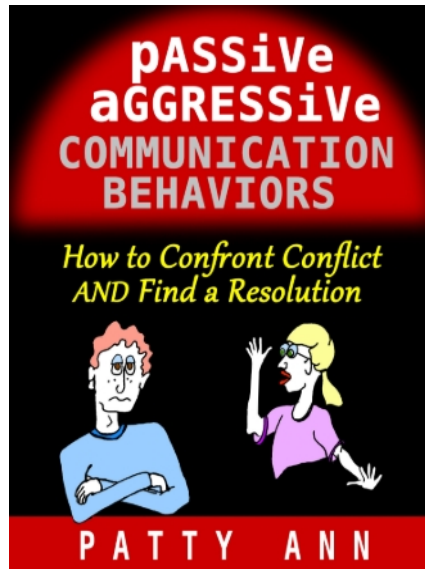
x _____

x _____

Challenge Question A coworker likes to take credit for your work group projects. Your supervisor is (once again) acknowledging your group for a job well done. She requests to know which person was responsible for managing the project. Your coworker jumps in to take the credit, however you were totally responsible for the project and she was not even a contributor. What would you say to her and/or to your boss to resolve this misunderstanding?

**Thank You for Enjoying
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