

"Come back!" the Caterpillar called after her. "I've something important to say."

This sounded promising, certainly. Alice turned and came back again.

"Keep your temper," said the Caterpillar.

Lewis Carroll, Alice's Adventures in Wonderland & Through the Looking-Glass

COMMUNICATION UNDER STRESS

MODULE 4

Stress and Communication

When stress is high, good, effective communication is one of the first things that can be lost.



This can lead to misunderstandings....



Stress and Communication

- Stress impacts our ability to calmly communicate what we really mean.
- Words and tone of voice can make a difference in communication and can significantly affect relationships.
- Consider what you want to say, and how to say it.

Para-verbal Communication, AKA: Don't Talk to me in that Tone of Voice!

- Refers to :
 - Voice Tone
 - Volume
 - Rate of speech
- Para-verbal communication is *how* we say something, not *what* we say:

I didn't tell George you were incompetent.

Adapted from Nebraska Psychological First Aid, 2010

Mixed Messages

- When words (verbal) and actions (non-verbal) match they:
 - Denote trustworthiness
 - Show others that we care
 - Show we are in control
- When they don't match:
 - You look untrustworthy or inauthentic

4 Steps to Active Listening

- 1. Listen.** (Make eye contact, nod, lean forward while listening.)
- 2. Share** with the person the content of what they said, along with what you may have heard in their tone of voice.
- 3. Ask** the person if you got it right, or if you have misinterpreted what they said.
- 4. Clarify.** If they believe you misunderstood, ask them to tell you more about it so that you can understand.

Sometimes, We get Angry

- Anger makes sense in many situations
- The issue may not be the anger, but the size of your reaction to the size of the problem
- Use the 1-10 scale to assess:
 - Your friend has been handed one more piece of paperwork at the end of a very, very long day. The paperwork will only take about 10 minutes to complete, but your friend is exhausted and starts shouting about “never-ending paperwork.”

Anger/Response Scale

1-----5-----10

Size of the Problem

1-----5-----10

Size of the Reaction

1-----5-----10

How Others Might View the Problem

Developed by R. Zagurski

Before You Express Your Anger, Think through these Steps

1. What's your goal in this conversation?
(What's the outcome you want?)
2. How do you want the other person's
attitude to be afterwards?
3. How do you want to think about yourself
when you're done?

Prioritize, because different priorities lead to
different approaches

Linehan, M. M., & Egan, K. J. (1983)