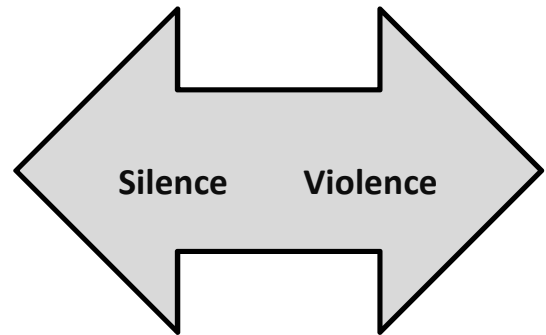


Considerations for Silent/Violent Communications



If communicating with someone who is silent...

- Be non-threatening/calm
- Say, "I really want to hear what you have to say"
- When they speak, listen! Do not respond aggressively or judgmentally
- Give them affirming responses ("Thanks so much for being honest with me. It's important that I know where you stand. I value your opinion.")

If you are the silent one...

- Recognize that you are not taking the high road! A critical piece of having adult and professional relationships is sharing openly and honestly
- Start with "baby steps" with truly non-violent types
- Ask friends' assistance as you get more comfortable speaking your mind
- Resist the temptation to hide behind technology
- Think ahead of time about how you'll start; Role-play with a friend
- If you and the "violent" person have a history, consider asking the person ahead of time (when things are calm) for the type of response you would like from them

If communicating with someone who is violent...

- Consider talking to them (when things are calm) about your tendency to be silent, and that you want to get better at speaking honestly; Ask their assistance (i.e., by listening to everything you have to say before responding, responding calmly, etc.)
- Consider telling them the effect that their “violence” has on you
- Do not play the “poker” game with them; Keep your voice calm and assertive; Walk away if you need to

If you are the violent one...

- Realize that you have tremendous potential to damage relationships/ burn bridges
- Be aware of who—and what—pushes your buttons
- Think before you speak; Calm down first; Find another outlet for your anger/frustration
- Pick your battles
- Never get so wrapped up in your anger that you don’t notice the other person apologizing
- Practice genuine listening
- Realize that, if you’ve had a history of being verbally aggressive, you might need to make amends and prove yourself “safe” to communicate with