



COMM277

Communication Change

Title Page

Understanding Communication Problems

A. Identify a Communication Problem

Sometimes I struggle with passive communication, especially when I feel uncomfortable voicing my concerns or disagreeing with someone.)

B. Formulate a Goal

My goal is to become more assertive in my communication. This means expressing my needs and opinions respectfully and directly, while also acknowledging the other person's perspective. I want to be able to say "no" without feeling guilty and to express disagreement constructively. Focusing on the issue at hand rather than making personal attacks. (McLean 2022)"Your communication skills are honed through experience, and experience serves as a valuable teacher". In the work example, my goal would be to politely explain my current workload and suggest alternative solutions, like delegating the task or prioritizing a project.

C. Establish a Plan

I will research assertive communication techniques, including reading articles, watching videos, or even considering a short course. I'll focus on learning phrases and strategies for expressing my needs clearly and respectfully. I will start practicing assertive communication in less stressful situations, such as with friends or family. This will help me build confidence and refine my approach before tackling more challenging conversations at work. For example, I might practice saying "no" to small requests or expressing a differing opinion on a movie choice.

I will ask a trusted friend or mentor to role-play some challenging scenarios with me, such as declining a request for extra work. This will allow me to practice assertive communication in a safe environment and receive feedback. I will pay closer attention to my communication patterns in real-time. When I feel myself slipping into passive communication, I will try to pause, take a breath, and rephrase my response in a more assertive way. "Mindful communication involves being fully present and attentive in interactions, which can enhance understanding and reduce conflicts in both personal and professional settings" (Arendt, Verdorfer, & Kugler, 2019). This will involve being more aware of my body language, tone of voice, and word choice