

## VOCAL COMMUNICATION

Vocal communication makes up \_\_\_\_% of how our message is translated/received.

Vocal Communication is made up of:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

\*\*\* Vocal communication plays a large role in escalating conflicts

CONFLICT =

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### Constructive VS Destructive Communication

CONSTRUCTIVE CONFLICT –

- occurs when people express disagreement \_\_\_\_\_ and with a commitment to \_\_\_\_\_ of the conflict.
- For example, two family members may discuss an area of disagreement until a mutually-agreed upon resolution is reached.

DESTRUCTIVE CONFLICT –

- occurs when two or more people engage in \_\_\_\_\_ that result in \_\_\_\_\_ instead of conflict resolution.
- For example, when two coworkers begin to make verbal attacks and use threatening gestures during an argument, the conflict between them has become destructive.

Use the definitions from the previous page to determine whether the conflict scenarios on the worksheet are CONSTRUCTIVE (C) or DESTRUCTIVE (D).

	1. "What kind of father are you? I leave the baby with you for two hours and this is what happens? You are so irresponsible!"
	2. "I wouldn't do anything that somebody as stupid as you told me to do. You think you're such a hot shot but there's not much going on upstairs!"
	3. "I'm really upset because I think it's unfair that we come home from work together but I make dinner while you read the paper and watch TV."
	4. "We have over \$2,000 on our credit card and you keep buying clothes you don't need – Do you have any sense at all?"
	5. "I'm angry because I spent my time and energy making lunch and you didn't tell me you wouldn't be coming home to eat it."
	6. "I'm really hurt that you told your sister what happened because she's been spreading it all over the school. I expected you to keep my secret."
	7. "I get really worried when you don't come home on time. I imagine that you've crashed your car or that something awful has happened to you."
	8. "This bathroom is such a mess that it turns my stomach. I don't understand how you can be such a messy person."
	9. "When the kids are fighting, it really drives me crazy. I understand that you think they need to learn to solve problems on their own but I worry that someone will end up hurt."
	10. "Look at this report card – you obviously don't care about your schooling. You are an embarrassment to this family!"
	11. "I get so angry when I want to wear something and find that it isn't in my closet. I feel like I should know when someone has borrowed my clothes."
	12. "Look, I don't want you copying my work. Honesty and hard work are important to me and I'm not interested in helping anyone to cheat."



What method do you use most often to resolve conflict?

## **PASSIVE, AGGRESSIVE or ASSERTIVE?**

### **PASSIVE:**

accepting or \_\_\_\_\_ what happens or what others do, without active  
\_\_\_\_\_.

### **AGGRESSIVE:**

ready or likely to \_\_\_\_\_; characterized by or resulting from  
aggression.

### **ASSERTIVE:**

having or showing a \_\_\_\_\_ and forceful personality.

Use these definitions to complete the following worksheet.