

Creating Communication Climates

Chapter
Seven

Focus Questions

- What kinds of communication foster defensive and supportive communication climates?
- In what ways can conflict enrich relationships?
- How can we confirm both ourselves and others?
- When is it appropriate to show grace toward others?

Levels of Confirmation & Disconfirmation

- Interpersonal confirmation is the expressed value of another person.
- Most relationships include both confirmation and disconfirmation.



Recognition

- The expression of awareness of another person's existence
- If we don't recognize their existence, that's disconfirmation

Acknowledgment

- Attentiveness to what a person feels, thinks, or says
- We disconfirm others when we don't acknowledge their feelings, thoughts, or words.

Endorsement

- The highest level of interpersonal confirmation
- Accepting a person's feelings or thoughts as valid.
- Doesn't mean agreeing with someone

Defensive & Supportive Climates

- Evaluation versus Description
- Certainty versus Provisionalism
 - ethnocentrism.
- Strategy versus Spontaneity
- Control versus Problem Orientation
- Neutrality versus Empathy
- Superiority versus Equality

Conflict & Communication

- Exists when people who depend on each other have different:
 - views
 - interests
 - values
 - responsibilities
 - objectives
- They perceive their differences as incompatible

Conflict Can Be Overt or Covert

- Overt conflict
 - People express differences in a straightforward manner
- Covert conflict
 - People express disagreement or difference only indirectly

Conflict Can Be Managed Well or Poorly

- Four-component model
 - Conflicts of interest
 - Conflict orientations
 - Conflict responses
 - Conflict outcomes

Conflicts of Interest

- We find ourselves at odds with people who matter to us.
- We need to resolve conflict without harming the relationship.

Conflict Orientations

- How we perceive conflict
- Three main orientations:
 - *lose–lose*
 - *win–lose*
 - *win–win*

Conflict Responses

- How we respond to conflict

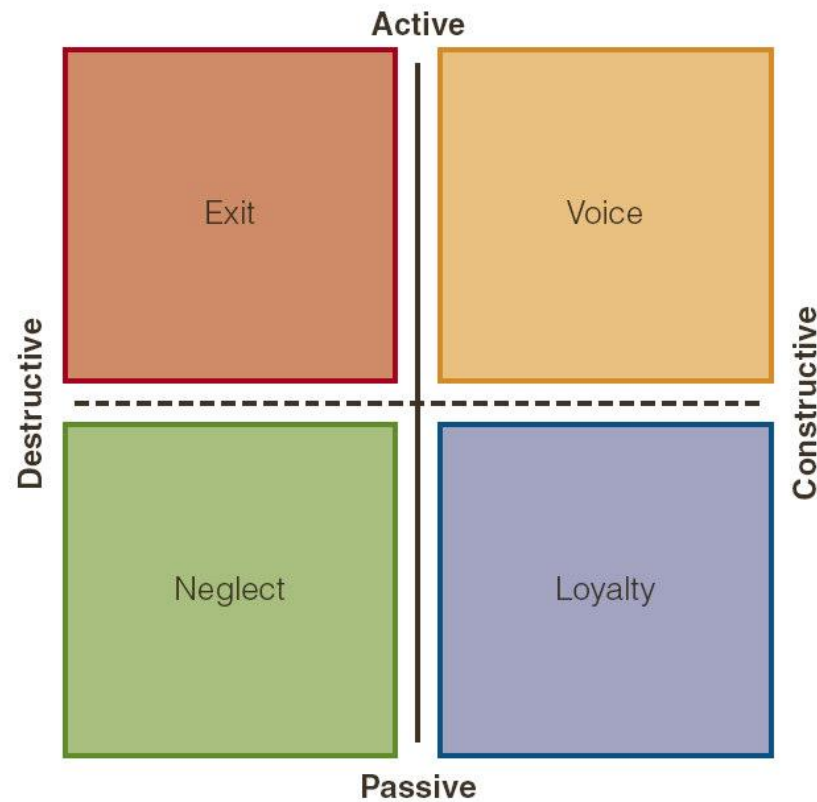


Figure 7.3 RESPONSES TO CONFLICT
Source: Adapted from Wood, 1997, p. 21.

Conflict Outcomes

- Impact on a relationship may be more significant than outcome
- Relationship outcomes are influenced more by how we manage conflict
- Conflicts can strengthen relationships
- Harm to relationships occurs when people disconfirm each other

Guidelines for Creating & Sustaining Healthy Communication Climates

- Communicate in ways that confirm others
- Communicate in ways that confirm yourself
 - Assertive
 - Aggressive
 - Deferential

Guidelines for Creating & Sustaining Healthy Communication Climates

- Respect diversity among people
- Time conflict effectively
- Show grace when appropriate

Summary

- Levels of confirmation & disconfirmation
- Recognition
- Acknowledgment
- Endorsement
- Defensive & supportive climates

Summary

- Conflict & communication
- Four-component model of conflict
- Guidelines for creating & sustaining healthy communication climates