

# Communication Styles

## Assignment 4

Total Marks: 30

Q:1: Short Questions: (10)

- I. Explain the term 'frame of reference'. How does it influence the communication process?
- II. Can our appearance influence our communication? If so how?
- III. What are some general rules to consider when saying 'NO'?
- IV. How can we deliver messages effectively? Discuss
- V. What is assertiveness? Discuss the assertive formula.

Q:2: Complete the following self-Assessment. (10)  
Read the following questions and check yes or no for each question.

|                                                                                                                                                        | Yes | No |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Have you tried to wear your hair in a different way? Some ideas: part it on the other side, straighten it, curl it, color it, or have it buzzed short. |     |    |
| Do your glasses allow for good eye contact to take place?                                                                                              |     |    |
| Do people notice your jewelry?                                                                                                                         |     |    |
| Are people distracted by your clothing or jewelry?                                                                                                     |     |    |
| Do you organize the clothes in your closet so that they are coordinated for easy dressing in the morning?                                              |     |    |
| Are you always neatly groomed? (Includes a daily shower, nails neat and trimmed, clothes clean and pressed, and shoes polished.)                       |     |    |

### Part Two: A Plan for Change

a. List three habits about your dress and appearance that you want to enhance, strengthen, or eliminate.

- 1.
- 2.
- 3.

b. Write out your plan to achieve these changes.

Q: 3: Activity (10)

You are in a team meeting and you suggest a great solution to the problem. Your supervisor says that she cannot go in that direction, and asks the team for other suggestions.

Using positive intent, think of a reason your supervisor would have answered that way.