



## **Building my EQ of Communication**

Better Communication with Others



# Good Communication and Dealing with Peer Pressure

Being able to communicate well helps us to resolve conflicts effectively, strengthen our relationships and improve our quality of life. It also helps us communicate our feelings well, allowing us to assert ourselves and gain a sense of control which would help us to resist negative peer pressure.

## Are You Aggressive or Are You Assertive?

### ✗ Aggressive Behavior

- Controls the group
- Hurts others to avoid being hurt
- Values self more than others
- Stands rigidly, crosses arms, invades others' personal space
- Glares and stares at others
- Speaks loudly
- Interrupts conversations and 'talks over' others
- Reaches goals but hurts others
- Forcing others to respect you

### ✓ Assertive Behavior

- Actively participate in the group
- Avoids hurting anyone (*including self*)
- Values self equal to others
- Relaxes and adopts an open posture and expression
- Makes good eye contact
- Adopts a conversational tone
- Speaks confidently when it is your turn
- Usually reaches goals without alienating others
- Standing firm so rights are respected



## Let's Practice



### Tips for being assertive

- Use the 'I' statement.
- SPEAK UP when you have an idea or an opinion.
- STAND UP for your opinions.
- ASK and you shall receive. Make requests and ask for favours.
- SAY NO! Refuse requests if they are unreasonable.
- ACCEPT COMPLIMENTS as well as feedback.
- INSIST that your rights be respected.
- BE CONFIDENT. Build up your self-esteem so you would not have to rely on the approval of your peers to feel positive about yourself.



## Tips for behaving less aggressively

- Give others a chance to speak.
- Respect others' opinions.
  - If you disagree with someone, try to discuss your differences rationally
- Choose assertive (not aggressive) language.
  - Avoid exaggerations
  - Focus on 'I', not 'You', language
- Avoid bullying and demanding behaviour.
- Avoid physically aggressive behaviour.
- Monitor your emotions.



## Tips to walk away from peer pressure

- Pay attention to your own feelings and beliefs about what is right and wrong, and use this as guide to help you know the right thing to do.
- Relying on your inner strength and being self-confident can help you stand firm, and resist doing negative things.
- Avoid peers who are always trying to get you to do negative things, like smoking cigarettes.
- Put your foot down — tell your peers that you do not want to do it.
- Having at least one friend with you makes it much easier to resist peer pressure. It is great to have friends with values similar to yours who will back you up when you do not want to do something.
- Talk to someone you trust about the peer pressure you are facing. Do not feel guilty if you have made a mistake or two.