

Chapter 1 Assignment

The Skill Builder Assignment from page 38 of the text have helped me to see some ways in which I need to improve my communication skills, as well as a few areas that I am competent in. For the exercise, my partner and I took a closer look at my communication skills in expressing my feelings, handling conflicts, and how I communicate with the students whom I communicate with through my job.

When expressing my feelings, I do have a good repertoire of response styles. When responding, I typically choose the most effective and appropriate way to respond and am skillful at performing those responses. These responses are especially easy for me when it comes to people who are close to me and people that I feel that I am equal to such as coworkers, siblings, and my boyfriend. My communication problem with expressing my feelings is that when I feel inferior to someone or intimidated by them, I don't always speak up to express my feelings, especially when my feelings may not be favorable to the other party. This usually happens with my mother, my boss, and some administrators at work.

I need to work on my communication when it comes to handling conflicts. Although I may do a good job of staying silent in situations when that is the best course of action, in most situations, I do what ever I can to avoid conflicts. I do not have many styles of responses when it comes to conflicts. Although most of the time I may know what the most effective way to respond would be, I rarely perform these behaviors. I internalize conflict and try to avoid it at all cost. I don't do much to stand up for myself or try to explain or support my point of view.

When dealing with students at work, I have a wide repertoire of responses and am most often effective in choosing the correct way to respond. I am skillful in responding in a way that fits each students needs and problems that might have. Feedback from students and other faculty and staff has shown me that I am effective in communicating with students and fulfilling their needs. Through my experiences, I have also improved my effectiveness in communicating bad news or negative information as well. I need to use these skills that I have learned to improve the communication I have in other situations as well.

Overall, I have found that I am most competent in my communication skills when it comes to getting information across to the other party. I have many effective ways of relaying information and giving positive feedback and news. I need to improve my communication and learn more ways to effectively handle conflict and express my feelings, instead of just trying to avoid conflicts and keeping my feelings inside. I can work on this by working to solve conflicts before they start or even just taking care of them as soon as they arise. I can speak up and communicate my point of view before the problems gets worse, instead of internalizing my feelings in hopes that the conflict will just solve itself. I can work on improving in this way by asking myself the following questions when I am dealing with conflicts: Did I effectively communicate my point of view? Does the other person understand my point of view? Is the conflict resolved? Are both the other person and myself satisfied with the results and feel that the conflict is completely resolved?