Focus of this lecture:

- Define “Communication Climate”
- Identify communication patterns
- Discuss what this information means and how you can use it

Communication Climate

- The environment created by the participants in a relationship which increases or decreases defensiveness

Supportive   Defensive

Deny the truth
Counterattack

We perceive an attack
We respond defensively
Fight or Flight
Withdraw
Supportive and Defensive Communication Climate

patterns of behavior


Communication Patterns creating

**Defensive** Climates  **Supportive** Climates

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

What can you do with this information?

- Reciprocal Patterns
- Engage in self-reflexiveness
  - What behaviors are occurring (yours and theirs)?
  - What can you do to counteract a defensive pattern?
  - Could you be misinterpreting the message?
- Take a hard look at yourself:
  - Might you be communicating using defensive patterns?
  - Could your behavior actually enable the other to use defensive patterns?
  - How is your self-esteem?
- Evaluate the relationship
• Can you explain the difference between defensive and supportive communication patterns?
• If your partner is using the evaluation communication pattern, what pattern would you try to counteract it?
• What can you do to improve the communication climates in your relationships?