MOOC DIGITAL WORKPLACE		
MODULE 2: COMMUNICATION **VIDEO: MOD2_6: Communication Styles**		

Script: details of what the course presenter will say.

On screen text: ideas, images etc. to appear on screen as and when prompted.

Editing notes

SCRIPT	ON SCREEN TEXT	EDITING NOTES
What are the different communication styles and how are they different from each other? Let's take an example: lets imagine that we have two people, two members within the same team; one of them is the team leader (PARTICIPANT 1 / Eduardo), and the other works for him (PARTICIPANT 2 / Andrea). Andrea has a brilliant idea, which she tells Eduardo about. Eduardo later takes this idea to his boss, but doesn't mention that it was Andrea's idea, but rather he says it was his. When Andrea finds out through other people what has happened the following occurs:		Close-up of the trainer for a few seconds holding a sign showing his/her full name. In this video the trainer and 2 participants will appear. They will do a ROLE-PLAY of several possible situations, to illustrate different communication styles.
- Eduardo: How are you? - Andrea: Good. I'm fine. - Eduardo: I notice you are looking a little different, are you ok? Are you sick or something? - Andrea: No, no. I'm fine. - Eduardo: Are you sure? - Andrea: Yes, well ... I wanted to talk to you about something. Have you told the boss about the idea that we discussed the other day? - Eduardo: Yes, we have already had a meeting about that, and don't worry, I'll take care of everything and I'll tell you how things work out, okay? But you don't have to worry about it, I'm working on it. - Andrea: Okay, thank you. - Eduardo: You're welcome, now let's get to work ...		Close-up of the participants interacting.

(INSTRUCTOR): Well, what communication style have we observed in Andrea? A PASSIVE or INHIBITED style. Passive or inhibited people tend not express what they feel, want or think. They seem to think that everyone else has rights, except them, so they never actually achieve their own objectives. This ends up deteriorating relationships and has a high emotional cost for them. Let's now see what another kind of response might be like. In the next case, using an AGGRESSIVE STYLE.	Poster: PASSIVE STYLE	Close-up of the trainer.
• Andrea: Well look, no I'm not fine! We are not going to work together any more. Tell me what you have told the boss, because that idea was mine and you are always taking the merit for other people's ideas and frankly ... I'm sick of it!	Poster: AGGRESSIVE STYLE	Close-up of the participants interacting.
(INSTRUCTOR): Aggressive people express themselves without taking into consideration the feelings of other people around them. They are not careful about how they express their feeling and don't think about whether or not they are hurting others. They act as if they are the only ones with rights and opinions. They even attack the people they are talking to, sometimes reacting with inappropriate behavior. These people manage to achieve short-term goals, but at the expense of other people which deteriorates relationships in the long run and it has a high emotional cost for them also. Could Andrea have reacted differently than the previous two cases? Let's look at one last situation...		Close-up of the trainer.
• Andrea: Well look Eduardo, I would really like to talk to you, because the other day I found out (via another colleague) that you had told the boss about my idea. I would really like to know what you told him, how it went etc to understand more about what went on. To be honest, that fact that you told him without me left me feeling a little annoyed so I would really like you to tell me all about it. • Eduardo: I'm glad you have told me that you were annoyed about it because I had no idea and I wouldn't have imagined it. I called by his office and mentioned the idea quickly. I never imagined that you would be annoyed so, if you agree, before we continue working on it, we can go over it together. And next time that I see the boss I will tell him that it was your idea, of course. • Andrea: Ok, let's go through it together.		Close-up of the participants interacting.
(INSTRUCTOR): In this last example, Andrea's behavioral style was what is called ASSERTIVE. This is the type of style we should aim to use if we want to be competent communicators. Using this style a person expresses what he feels, wants or thinks, whilst respecting the rights of the other person and their own in a fair way. When this style is used objectives are usually achieved (or sometimes negotiated), work relationships remain good and the emotional cost for the person is usually either less or simply there is none.	Poster: ASSERTIVE STYLE	Close-up of the trainer.
So…what can we do to be more assertive? • Take time to reflect the best way to convey your ideas and opinions. Use messages that show respect for both you and for others. • Prepare your message, be direct and to the point, and also go through your own emotions ahead of time. • If you disagree with something always use positive and respectful language to communicate how you feel.	Poster with key points: • Communicate	Close-up of

• Do not blame others. We should always share the responsibility and also have a proactive attitude to resolving the issue. • Speak from your own perspective, focus on what you think, how the situation makes you feel, what you want ... It is more important to develop an assertive communication style when teleworking than when we are working in the same location. Why? Because generating trust and confidence remotely is a lot more difficult as well as empathizing or using nonverbal and paralinguistic communication to contextualize what we are saying. Be careful with what you say and always speak to others the way you would like them to speak to you.	Communicate with respect. • Be direct and concise. • Display your discomfort without offending. • Do not blame others. • Speak from your point of view.	Close-up of the trainer with the text on one side of the screen (bullet points gradually appearing as they are mentioned).