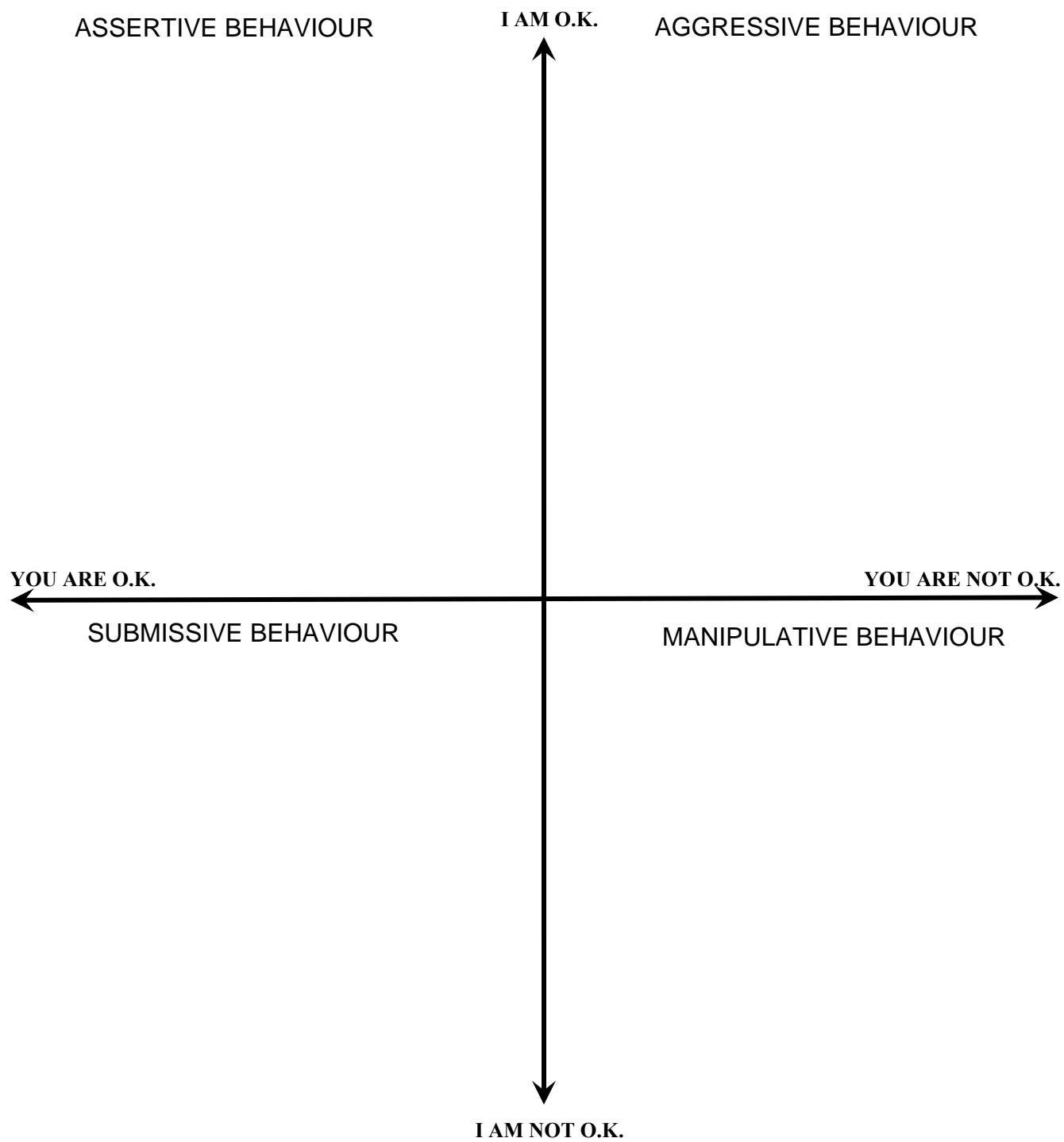


OK CORRAL (1)



OK CORRAL : Summary of Verbal Aspects of Behaviour

ASSERTIVE BEHAVIOUR

“I” statements that are brief, clear and to the point:

“I’d like”, “I prefer”, “I feel”, “I think”

Distinction between fact and opinion:

“My experience is different”

Suggestions without shoulds / oughts:

“How about ..” , “Would you like to...”

Be clear and specific

Be polite

Compromise

Listening

Positive attitude

AGGRESSIVE BEHAVIOUR

Emphasis on “I” excessively: “MY view is ...”, “I think”

Boastfulness:

“I haven’t got problems like you”

Opinions expressed as facts:

“That’s a useless way to do it”, “Nobody wants to behave like that”

Threatening questions:

“Haven’t you finished yet?”, “Why on earth did you do it like that?”

Threatening requests:

“You’d better do that now”, “I want that done or else...”

Heavy-handed advice:

“You ought”, “You should”, “Why don’t you ...”, “You must pull yourself together”

Blame:

“You made a mess of that”, “It would never have happened if...” “It’s your fault” “You made me ...”

Sarcasm:

“You must be joking” , “I don’t suppose you’ve managed to do that”

SUBMISSIVE BEHAVIOUR

Long, rambling statements:

Padding:

“Maybe”, “you know what I mean”, “only”, “well ...”, “like”, “er ...”, “just”, “sort of”

Frequent Justification:

“I wouldn’t normally say anything, only”

Apologies:

“I’m terribly sorry to bother you”

“I hope you don’t mind” “Please excuse me, but ...”

“I really didn’t mean to”

Unacknowledged choice:

“I should”, “I have to” , “I ought to”

Qualifiers:

“It’s only my opinion ...” , “I might be wrong .”

Self-dismissal:

“It’s not important”, “It doesn’t matter”

Self-put downs:

“I’m useless/hopeless at ...” , “you know me”

MANIPULATIVE BEHAVIOUR

Lies:

“I don’t want to upset you” “Please don’t misunderstand me” “It’s not that I’d day you weren’t being helpful” “You’re so much better than me at”

“You’ve always been so kind to me-I have to ask for”

Guilt inducing:

“If you really cared about me” “You never want to do what I want” “It must be nice to sit back and rest”

Seeking sympathy:

“I really don’t know how I’m going to cope with all the washing up” “I feel so tired that I’ve got all this typing to do” “Life’s been so difficult recently, and I was really looking forward to a break - and now I’ve got to ...”

Indirect approach:

“I don’t suppose you’d have time to ...” “It wouldn’t be possible for you to ... would it?”

OK CORRAL Summary of Non-Verbal Aspects of Behaviour *

ASSERTIVE BEHAVIOUR

Voice: steady and firm, middle range, warm, sincere and clear, neither too loud or too quiet

Speech Pattern: fluent, few hesitations, emphasises key words, steady even pace

Facial Expression: smiles when pleased, frowns when angry, features steady, jaw relaxed

Eye Contact: firm, direct eye contact without staring

Body Movements: open hand movements, sits/stands upright and relaxed

AGGRESSIVE BEHAVIOUR

Voice: very firm, sarcastic, sometimes cold hard and sharp, strident, often shouting/ rising at the end of a statement

Speech Pattern: often abrupt or clipped, emphasises blaming words, often fast

Facial Expression: smile may become a sneer, scowls when angry, eyebrows raised in amazement/disbelief, jaw set firm

Eye Contact: trying to stare down and intimidate

Body Movements: finger pointing, fist clenching, strides around, leans forward, arms crossed to indicate unapproachability

SUBMISSIVE BEHAVIOUR

Voice: wobbling, singsong tone or whining, over-soft or over-warm, dull and monotonous quiet, often tailing off

Speech Pattern: hesitant and filled with pauses, sometimes jerks from fast to slow, frequent clearing of throat

Facial Expression: “ghost” smiles when expressing anger or being criticised, eyes wide and eyebrows raised in anticipation, jaw trembling, lip biting

Eye Contact: evasive, looking down

Body Movements: hand wringing, hunching shoulders, covering mouth with hands

MANIPULATIVE BEHAVIOUR

Indirect Aggression.

* Adapted from “Assertiveness at Work” by Ken and Kate Back

<p align="center"><u>I'M OK / YOU'RE OK</u></p> <p>Key characteristics of a positive attitude and assertive behaviour:</p> <ul style="list-style-type: none"> • self confidence and high self-esteem • respect for self and towards others • take responsibility for self • motivated to do a good job • interested in others' feelings and thoughts • ask questions • honest and direct • actively listens to others • ask others for feedback • distinguishes who people are from what they do <p align="center">ASSERTIVE</p>	<p align="center"><u>I'M OK / YOU'RE NOT OK</u></p> <p>Key characteristics of a negative attitude and aggressive behaviour:</p> <ul style="list-style-type: none"> • lack of self-confidence and low self-esteem • lack of respect towards others • put others down • feelings of superiority • like to be in control of people and situations • disinterested in others thoughts and feelings • feel angry towards others and are quick to blame them • don't listen to or ask others questions • dismissive of feedback <p align="center">AGGRESSIVE</p>
<p align="center"><u>I'M NOT OK / YOU'RE OK</u></p> <p>Key characteristics of a negative attitude and passive behaviour:</p> <ul style="list-style-type: none"> • lack of self-confidence and low self-esteem • lack of self-respect • self put-downs • negative feelings and thoughts about yourself • feelings of inferiority compared to others • like others to be in control of people and situations • feel guilty towards others • demotivated • constantly apologising <p align="center">SUBMISSIVE</p>	<p align="center"><u>I'M NOT OK / YOU'RE NOT OK</u></p> <p>Key characteristics of a negative attitude and manipulative behaviour:</p> <ul style="list-style-type: none"> • lack of self-confidence and low self-esteem • lack of self-respect and lack of respect for others • mistrustful and suspicious of others motives • negative feelings and thoughts about self and others • feel very wary towards others • dishonest and indirect • twist what others have said • undermine others' self-esteem • depressed and demotivated <p align="center">MANIPULATIVE</p>