COMM 120

Review Activity 2

CH12 Communication Climate

“Reducing Defensiveness”

# Instructions

* Review and use terms discussed on pages 362-369 to prepare for this assignment.

Defensiveness implies protecting ourselves from a perceived threat. The universal tendency is to try to “save face” by defending our presenting self when we perceive that it has been attacked by what social scientists call face-threatening acts. Frequently, this creates a climate that leads to a negative defensive spiral. For this assignment, you will do the following:

1. Identify two different times when you perceived that you were under attack and responded by using one of the Gibb defensive categories. Briefly describe in full sentences each situation and your response.

Episode A:

Episode B:

1. Identify the Gibb category you used.

Episode A:

Episode B:

1. Describe how you might have otherwise responded in order to create a more positive and supportive climate.

Episode A:

Episode B:

1. Then Consider (write a 1-2 paragraph here to summarize ).

What does this activity suggest about the distinction between defensive versus supportive responses? How do our responses impact the communication climate in a given exchange with another person? Why are supportive climate important?