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### The Art of Effective Communication

There is great power in the words you speak. How aware are you of the words you choose on a consistent basis? What is your tone and your volume? How conscious are you of the words you use with yourself, your loved ones, and your surroundings?

Compare this to a chemistry project in which you add a little bit of this with a little bit of that, to create a response or reaction. You speak words, combined with a tone, body language, volume, posturing, and eye movement, and *voila...* a powerful elixir creating connection and understanding or the most explosive encounter imaginable. How is it for you? How aware are you of the patterns and habits you have when it comes to this vital tool of communication?

In theory, it's the easiest, simplest thing you do. You say a few words, make a few points, wait for a reply when necessary, and proceed with your day. Equally, someone speaks to you, their words register easily and effectively, you reply if needed, and go along with your business.

Yet, we all know it doesn't really happen like that. Most "communication" is done out of habit, subconsciously, on the fly, via text, and without the respect, awareness, and intentionality it deserves. The simplest conversation can lead to confusion, disappointment, jumbled plans, assigned motives, dangerous assumptions, hurt feelings, and much worse.

So, what happens?

Why is communication so easily derailed?

Why is it so challenging and ineffective?

And where do things go wrong?

Oftentimes, these styles of communication are habitual, well-rehearsed, and deeply ingrained in your lifestyle, thoughts, and words. Though these strategies may be the norm, they contribute to conflict, misunderstanding, and overall hurt and frustration.

During this course, you'll gain insight into communication patterns that contribute to this derailment. You'll likely spot some of your own behavior use with strangers, co-workers, family members, friends, and intimate partners. You may also detect these patterns in others personally, professionally, and socially. Your main responsibility is Self-Awareness.

Awareness is your starting point and keeps you in the driver's seat to be intentional about the message you're conveying and the impact of the words you speak. Pay attention to your approach, word selection, motives, feelings, and needs that drive your conversations. Learn to recognize these patterns to equip and empower you to eliminate these destructive communication styles.

| Top 10 Things NOT to Do in Communication: |                                     |
|---|-------------------------------------|
| 1.  | Criticize, Attack, and Scrutinize   |
| 2.  | Demand, Guilt, and Impose           |
| 3.  | Hinting, Passivity, and Suggesting  |
| 4.  | Always and Never                    |
| 5.  | Judgments and Labels                |
| 6.  | Personalize                         |
| 7.  | Jump to Conclusions / Assume        |
| 8.  | Assign Motives                      |
| 9.  | Complain, Criticize, and Negativity |
| 10.                                       | Sarcasm and Humor                   |

**Criticize, Attack, and Scrutinize:**

You complain a lot. A person or situation has brought you to your peak. You lead conversations with what's wrong, what doesn't suit you, what someone has or hasn't done, and the problems you want to address. There's negativity and criticism in your tone, words, and energy. You feel angry, hurt, defensive, frustrated, or disappointed when you approach this person or situation.

You feel the need to use words as weapons to get a point across. Things are heated and your words are critical, perhaps demeaning. You may feel justified in your anger and the issues and complaints have become stacked. Your message is delivered with daggers by pointing out someone's faults and mistakes, stating your displeasure and disapproval, going over the details of what someone did or didn't do, using threats or profanity, and highlighting the things that are wrong. These are behaviors that launch conversation into a hostile, threatening exchange.

| Anger and frustration take over when I try to communicate. |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| I don't feel supported, and I have to get my point across. |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I witnessed this type of communication growing up.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I feel the need to protect myself when communicating with others.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>It's not uncommon for me to have heated exchanges with people.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I don't feel heard or respected, so I raise my voice to get through to people.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I yell, call names, make threats, or use profanity in arguments.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |  |  |  |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|--|--|--|
| <b>I use this pattern because:</b> |  |  |  |  |  |  |  |  |  |
|                                    |  |  |  |  |  |  |  |  |  |

**Demand, Impose, and Guilt**

- How do you respond when someone tells you what to do?
- Do you impose your agenda and expectations onto others?
- Do you feel guilty or pressured into doing what others want from you?
- Do you feel responsible to meet the needs of others and live up to their expectations?
- Are you plagued by “shoulds” and subscribe to certain rules and expectations?
- Do you project those conditions and expectations onto others?

Being asked to do something is very different than being told to do it. Making a demand introduces obligation, necessity, and force. The use of guilt and shame add thick, heavy energy to a conversation. Trying to get someone to do or not do something is a form of control, no matter what the situation or how well-intended you are.

Guilting, demanding, imposing, forcing, pleading, and manipulating are desperate attempts to control a situation or outcome. Words such as *should*, *have to*, and *ought to* are suggestive of onus and requirement, not desire or choice. Making a demand of someone, trying to force them to do or not do something, or imposing your will are forms of control and manipulation, no matter what the situation is.

Do you pay attention to other people’s behavior?

Do you allow them the freedom and choice to be who they are?

Do you allow people to show you who they are and adjust yourself accordingly or do you try to force change and compliance?

No one wants to be told what to do. No one likes to feel guilty or obligated to do or be certain things. People will show you who and what they are. It’s important to pay attention.

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I have a lot of thoughts and expectations of what people should and shouldn’t be doing.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I tell people what they should or shouldn’t be doing.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I use words like <i>have to</i>, <i>need to</i>, and <i>ought to</i>.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <b>Guilt is a motivator and a way to get things done.</b>                    |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I feel responsible for telling people what to do to ensure results I want.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |
|------------------------------------|
| <b>I use this pattern because:</b> |
|                                    |

**Hinting, Passivity, and Suggesting**

It’s hard for you to speak up. Your words are vague, allusive, and unclear. You’re indirect, using hints and suggestions about what you want or need. Your point is easily missed and you may be over-ridden in conversation. Your passive approach allows others to dominate, decide, and have their way. You hope that people will understand or hear you but you are not clear, direct, or assertive.

You avoid conflict and difficult conversations. You allow others to have their way, even in situations that are important to you. You use unclear and imprecise ways to deliver your message. You don’t want to be bossy, bitchy, or selfish so you typically don’t speak up.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>It’s hard for me to be direct with others.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I drop hints or make suggestions to get what I want.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>It seems as though people don’t hear me.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I keep my feelings and needs to myself and hope others will know what I want.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I don't want to draw attention to myself or have people think badly of me.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>When it comes to communication, I fly under the radar as much as possible.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |  |  |  |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|--|--|--|
| <b>I use this pattern because:</b> |  |  |  |  |  |  |  |  |  |
|                                    |  |  |  |  |  |  |  |  |  |

**Always and Never**

Always and never are extremes. There are very few things that *always* happen. Do you know how someone will respond when you tell them about the things they *never* do? They'll focus on the one time they did do it rather than hearing your point. Words such as always and never draw defensiveness into a conversation and are rarely accurate.

Though trying to make a point, these words over-generalize your perspective. Perhaps your frustration level is high, or something is really important to you, so you use these words to emphasize the extremes of what you're experiencing. However, these words push your point to an exaggerated level and dilute your message. They're easily arguable and rarely factual. They promote absolutes and fuel rigid thinking of all or none.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I use terms like always and never.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                  |  |  |  |  |  |  |  |  |  |
|----------------------------------|--|--|--|--|--|--|--|--|--|
| <b>My reactions are extreme.</b> |  |  |  |  |  |  |  |  |  |
|----------------------------------|--|--|--|--|--|--|--|--|--|

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I emphasize my point to try to get people to understand.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I grew up in a rigid environment where things were black and white.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>People have called me dramatic or extreme.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |  |  |  |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|--|--|--|
| <b>I use this pattern because:</b> |  |  |  |  |  |  |  |  |  |
|                                    |  |  |  |  |  |  |  |  |  |

**Judgment and Labels**

You see people through a predetermined lens based on perception, past experiences, or belief systems. You make generalizations about people, places, or situations that limit your perception. You have preconceived notions which provide a theory about someone and their behavior. You're critical in your observations and have a discriminating nature in how you relate to others. There may be history or specific occurrences that fuel these views, and you react from this perspective. This pattern includes generalizations, beliefs and perceptions such as:

- “People on welfare are...”                      “Men always lie.”                      “People from the city are...”
- “Religious people are...”                      “People with money are...”                      “Women never...”

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I have a set view of how I see certain people.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I make assumptions about who people are and where they're coming from. I don't check things out or inquire about what someone may have intended.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I call names and make references to people. (Lazy, just like your father, alcoholic, etc.)</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I express criticism as a way of getting my point across.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I've been accused of being critical.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |  |  |  |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|--|--|--|
| <b>I use this pattern because:</b> |  |  |  |  |  |  |  |  |  |
|                                    |  |  |  |  |  |  |  |  |  |

**Personalize**

You get your feelings hurt easily by taking things personally. You over-own how someone behaves, as though it is your fault or responsibility. You have a hard time detaching from others and recognizing their behavior as a reflection of who they are, not who you are. You take



responsibility for things that aren't yours and feel responsible for what someone thinks, acts, and feels. You believe other people's feelings, behaviors, or moods are yours to fix or manage.

| <b>My feelings are easily hurt.</b> |   |   |   |   |   |   |   |   |    |
|-------------------------------------|---|---|---|---|---|---|---|---|----|
| 1                                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| <b>I take things personally.</b> |   |   |   |   |   |   |   |   |    |
|----------------------------------|---|---|---|---|---|---|---|---|----|
| 1                                | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| <b>My mood is influenced by others.</b> |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| 1                                       | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| <b>My perception of myself is influenced by how others treat me.</b> |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| <b>I'm not sure what's my responsibility and what isn't.</b> |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| <b>I make assumptions about people and situations.</b> |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| <b>I make up scenarios in my mind and add details to things without checking them out.</b> |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |  |  |  |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|--|--|--|
| <b>I use this pattern because:</b> |  |  |  |  |  |  |  |  |  |
|                                    |  |  |  |  |  |  |  |  |  |

**Jump to Conclusions / Assuming:**

You make assumptions without clarifying, checking facts, asking necessary questions, or assessing what’s true. Something happens and you write a story in your mind and fill in the blanks about people or situations. You mind-read and fortune-tell without sufficient information.

You develop contempt prior to investigation and react without the necessary information. Though things can have lots of different meanings, you assign a specific meaning that may or may not be accurate. You make up your mind before you have all of the details and facts. You lock in on certain details, draw conclusions, and believe you know fully what’s happening or what someone intended.

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I tend to react when things happen.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I act without thinking and regret it later.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>Sometimes I “pre-decide” without checking things out first.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I’ve been accused of being close-minded.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |
|------------------------------------|
| <b>I use this pattern because:</b> |
|                                    |

**Assign Motives**

If someone steps on your toe and you believe they did it by accident, it will still hurt, but you try to process through the pain and move on. However, if someone steps on your toe and you “know” they did it on purpose, you’re not only going to have the physical pain but also the emotional pain of thinking they intentionally did something to hurt you. How often do you assign a motive to people without knowing where they’re actually coming from?

Something happens and you assign a meaning to it without knowing for sure why they did what they did, i.e. “She was trying to hurt me.” “They left me out on purpose.” You’re certain you know the reasons someone did or didn’t do something.

You draw conclusions that someone is trying to hurt, manipulate, trick, or deceive you. You feel suspicious about people or are distrustful about their reasons or intentions. Even when someone is nice to you, you feel suspicious and doubt their intentions.

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>I feel doubtful and suspicious of people.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                      |   |   |   |   |   |   |   |   |    |
|--------------------------------------|---|---|---|---|---|---|---|---|----|
| <b>Most people can’t be trusted.</b> |   |   |   |   |   |   |   |   |    |
| 1                                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>When something happens, I usually think people are doing it on purpose.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |  |  |  |  |  |  |  |  |  |
|------------------------------------|--|--|--|--|--|--|--|--|--|
| <b>I use this pattern because:</b> |  |  |  |  |  |  |  |  |  |
|                                    |  |  |  |  |  |  |  |  |  |

**Complaining and Negativity**

You are a glass half-empty kind of person. Like Eeyore weighing in on the day's events, you focus on the things you don't like, are hard, have gone wrong, frustrate or disappoint you. You're irritated and annoyed easily. It's easy to find fault in people and situations and amplify those in your conversation and interactions. You have a critical view of people, places, and things and vocalize that to others.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I express my frustrations to others.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I can't help but notice the things that are wrong in certain situations.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>People annoy me and I usually tell them or someone else.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <b>I've been accused of being too negative or critical.</b>     |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I need to vent to others to get things out of my system.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|                                    |
|------------------------------------|
| <b>I use this pattern because:</b> |
|                                    |

**Sarcasm and Humor**

The Latin definition of sarcasm is “strip off the flesh” ~ Wiktionary.org. It’s something many of us use and it’s dangerous no matter your intention. Sarcasm can be a way to deliver a message under the guise of humor. It’s passive-aggressive and indirect and does not address the real issue. It may be a coping mechanism you use because you don’t know another way to handle conflict or hard conversations.

You poke and make fun of people and crack jokes. You make jest and use humor to relate and discuss things. Perhaps you see nothing wrong with delivering a message with a dose of sarcasm, after all, you’re just *kidding*. If things get too serious or uncomfortable, you try to lighten the mood by being funny, making a joke, or clowning around. You think people are too sensitive and should be able to take a joke.

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I like poking fun and making jokes about things.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|   |   |   |   |   |   |   |   |   |    |
|---|---|---|---|---|---|---|---|---|----|
| <b>I’ve been told I’m a jokester and don’t take things seriously.</b> |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <b>It’s hard for me to have serious conversations.</b>                |   |   |   |   |   |   |   |   |    |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

|  |   |   |   |   |   |   |   |   |    |
|--|---|---|---|---|---|---|---|---|----|
| <b>Sarcasm is a consistent way I relate to people.</b> |   |   |   |   |   |   |   |   |    |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

**I don't see why people get their feelings hurt so easily.**

1

2

3

4

5

6

7

8

9

10

**I use this pattern because:**