COMMUNICATION IS

IT'S NOT WHAT YOU SAY IT'S HOW YOU SAY IT...

Communication includes:
- Words used
- Tone of voice
- Non-verbal cues (body language)

Be an Active Listener:
- Listen when your roommate is speaking
- Ask questions if you are unsure
- Express your ideas clearly
- Be aware of your non-verbal cues

Identify Your Communication Style:

PASSIVE
- Defining Characteristics:
  - Prestige
  - Status
  - Ego
- Example:
  - "What do you think we should do?"

ACTIVE
- Defining Characteristics:
  - Power
  - Influence
  - Originality
- Example:
  - "What do you think we should do?"

RESOLVING CONFLICT:

Approach your roommate in private.
- Ask if it is a good time to talk or schedule a time to talk.
- Be DIRECT: Discuss problems, rather than personal traits.
- Allow your roommate to share their perception of the problem.
- Avoid blaming or being critical.
- Brainstorm solutions to the problem.
- Realize that the best solution may involve compromise.
- Create an action plan to address the conflict.
- Set a date to revisit the action plan if necessary.

If the conflict is RESOLVED:
- Hold yourself and your roommate accountable to the agreement.

If the conflict is NOT RESOLVED:
- Realize that resolving conflict is not easy and make several attempts.
- Consider asking for help from your Resident Advisor.

10 TIPS FOR A HEALTHY ROOMMATE RELATIONSHIP:

1. Be accepting of your roommate — No one is perfect!
2. Be patient. Healthy relationships take time to grow.
3. Be patient.
4. Be honest. It’s difficult to build a relationship without trust.
5. Be true to you.

Identify Your Communication Style:

PASSIVE
- Defining Characteristics:
  - Avoid
communication
  - Look for needs for
  - Responsiveness of
  - Responsiveness of needs
- Example:
  - "What’s on your mind?"

PASSIVE-AGGRESSIVE
- Defining Characteristics:
  - Avoid
communication
  - Look for needs for
  - Responsiveness of needs
- Example:
  - "I’m not listening any more.

RESOURCES:

COUNSELING & ADMISSIONS
- Counseling Center
- Mental Health Services
- Supportive Housing

Brought to you by:
FAU Residential Life

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- Counseling Center
- Mental Health Services
- Supportive Housing
Communication is
It’s Not What You Say
It’s How You Say It...

**Communication includes**
- Words used
- Tone of voice
- Nonverbal cues/body language

**Be an Active Listener**
- Listen closely w/o interrupting
- Eye contact
- Be aware of your non-verbal cues
- Once your roommate is finished, summarize back to your roommate what was said
- Ask questions for more details like “Can you tell me more about ___?”
- Listen for hidden feelings and observe non-verbal cues
# Identify Your Communication Style

## Assertive

**Defining Characteristics**
- Achieves goals w/o hurting others
- Emotionally expressive
- Asking directly for needs while accepting rejection is possible

**Example**
“I have difficulty concentrating when your music is so loud. Would you please turn the volume down or use a headset?”

**Non-Verbals**
Medium pitch voice, open posture, good eye contact

## Aggressive

**Defining Characteristics**
- Loud, hostile
- Achieves goals at others expense
- Demanding
- Intimidating
- Bullying

**Example**
“You need to turn your music down right now or I will turn it down for you!”

**Non-Verbals**
Loud voice, big posture, fast gestures, glaring, invading others personal space
## Identify Your Communication Style

### Passive-Aggressive

**Defining Characteristics**
- Indirectly aggressive
- Sarcastic
- Complaining
- Sulky
- Patronizing
- Two-Faced

**Example**
"Don’t worry about the mess in the common area. I can take care of it... like I always do"

**Non-Verbals**
Pleasant tone of voice, hand-on-hip posture, facial expression reflecting innocence

### Passive

**Defining Characteristics**
- Apologetic
- Avoid confrontation
- Neglects your needs for needs of others
- Inexpressive of needs

**Example**
"Your music doesn’t bother me. I’ll be fine studying with the noise."

**Non-Verbals**
Soft-volume voice, small postures, fidgeting, no eye contact
Assertive Communication

is the **MOST EFFECTIVE** form of communication, and also the least commonly used form of communication.
Resolving Conflict

• Approach your roommate in private
• Ask if it is a good time to talk or schedule a time to talk
• Be Direct. Discuss behaviors rather than personality traits
• Allow your roommate(s) a chance to share their perception of the problem
• Revisit your Roommate Agreement and the Roommate Bill of Rights
• Brainstorm solutions to the problem
• Realize that the best solution may involve compromise
• Make an action plan to address the conflict
• Set a date to revisit the action plan if necessary

If the conflict is **RESOLVED**
• Hold yourself and your roommate accountable to the agreement

If the conflict is **NOT RESOLVED**
• Realize that resolving conflict is not easy and make take several attempts
• Consider asking for help from your Resident Advisor
10 tips for a healthy roommate relationship

10. Be accepting of your roommate – No one is perfect!
9. Be patient. Healthy relationships take time to grow.
8. Listen!
7. Disagree Respectfully – Don’t criticize, judge, or make assumptions.
6. Communicate assertively.
5. Be dependable and trustworthy.
4. Ask Questions. Get to know one another.
3. Manage your stress. Relationships can be strained when you’re stressed!
2. Be honest. It’s difficult to build a relationship without trust.
1. Be true to you!
Resources

Counseling and Psychological Services (CAPS)
Assertiveness group and other group and individual therapies

(561) 297-3540
www.fau.edu/counseling

Owls Care Health Promotion
Individual Consultations including Healthy Relationships and Stress Management + Programs and Services

(561) 297-1048
www.fau.edu/owlscare

Housing & residential life

(561) 297-2880
www.fau.edu/housing