

Class Int. Comm.

Name Frances Vasquez

## ACTIVITIES

### 4.1 THE COMPONENTS OF EMOTION

#### LEARNING OBJECTIVES

- Describe how the four components listed in this chapter affect your emotions, and hence your communication in an important situation.

#### INSTRUCTIONS

1. Read the situations below and describe how the emotions you would experience might manifest themselves in each of the components listed. If you are working in a group, after all have finished, compare the responses of group members.
2. Next record three examples of your own (include the incident, physiological changes, nonverbal reactions, cognitive interpretations, and verbal expressions). If you wish, share one example with the group.

#### EXAMPLES

1. Incident: Your romantic partner says, "I need to talk to you about something."

Physiological changes: tension

Nonverbal reactions: Faster Blinking - swallow

Cognitive interpretations: concern

Verbal expression: OK. is this serious?

2. Incident: You run into an "ex" while out with a new partner.

Physiological changes: calm - deep breathing

Nonverbal reactions: pressing lips

Cognitive interpretations: surprised

Verbal expression: Hey! I'm happy for you.

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3. Incident: As you're telling a story, you notice your listener stifle a yawn.

Physiological changes: HEART RACE, SWEAT

Nonverbal reactions: Roll eyes or shuffle legs.

Cognitive interpretations: I need to make this interesting or involve them.

Verbal expression: Tell the story faster.

4. Incident: Your professor says, "I'd like to see you in my office after class."

Physiological changes: Sigh.

Nonverbal reactions: Sweat. eye contact.

Cognitive interpretations: what did I do? Am I in trouble?

Verbal expression: is everything ok?

#### YOUR EXAMPLES

1. Incident: SOMEbody bumps me in the street

Physiological changes: heart racing

Nonverbal reactions: Roll eyes - eye contact.

Cognitive interpretations: People are so rude.

Verbal expression: you okay?

2. Incident: DROP GLASS AT A RESTAURANT

Physiological changes: Sweat

Nonverbal reactions: DEEP Sigh.

Cognitive interpretations: OMG. EMBARRASSING!

Verbal expression: I apologize. Look around. lol.

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3. Incident: Coming in late to work, manager waiting  
Physiological changes: heart racing - mind racing.  
Nonverbal reactions: nervous. - nail biting or  
Cognitive interpretations: oh snap. I'm going to get written up.  
Verbal expression: wide eyes. soft spoken. listening -

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## 4.2 EXPRESS THE FEELINGS

### LEARNING OBJECTIVES

- Apply the guidelines for effectively communicating emotions in an important situation.

### INSTRUCTIONS

- I. Analyze the statements below to determine which of the seven guidelines for expressing emotions are followed or ignored. There may be more than one.
  - A. Recognize Your Feelings
  - B. Recognize the Difference between Feeling, Talking, and Acting
  - C. Expand Your Emotional Vocabulary
    1. Avoid emotional counterfeits
    2. Express verbally
      - a. Use single words
      - b. Describe what's happening to you
      - c. Describe what you'd like to do
    3. Avoid minimizing feelings
    4. Avoid coded feelings
    5. Focus on a specific set of circumstances
  - D. Share Multiple Feelings
  - E. Consider When and Where to Express Your Feelings
  - F. Accept Responsibility for Your Feelings
  - G. Be Mindful of the Communication Channel
- II. Rewrite statements that do not follow the above guidelines to clearly or accurately express the speaker's feelings.
- III. Record examples of your own at the end of the exercise.

### EXAMPLE

That's the most disgusting thing I've ever heard!

Analysis: *This isn't a satisfactory statement, since the speaker isn't clearly claiming that he or she is disgusted. The speaker doesn't seem to recognize feelings (A) and doesn't verbally express a feeling (C-2) and doesn't accept responsibility by using "I" language (F).*

Restatement: *I'm upset and angry that those parents left their young children alone overnight.*

1. You're being awfully sensitive about that.

Analysis Telling me how <sup>someone</sup> I feel

Restatement I didn't expect <sup>for</sup> my comment to make you feel UNCOMFORTABLE.

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2. I can't figure out how to approach him.

Analysis SOUNDS indecisive or challenged to speak to someone.

Restatement I would like to connect with him but I don't have any ideas right now.

3. I'm confused about what you want from me.

Analysis There is a lack of understanding.

Restatement What are your expectations of me at this time?

4. I feel as if you're trying to hurt me.

Analysis \_\_\_\_\_

Restatement I'm feeling threatened right now.  
I don't feel safe right now.

5. You make me so mad when you're late.

Analysis Person is upset because someone is late.

Restatement I Feel that my time is not valuable to you, when you are late.

6. I'm sort of upset with your behavior and a little bit annoyed that you don't apologize.

Analysis \_\_\_\_\_

Restatement I wouldn't be upset if I received an apology.  
I would like an apology.

7. I see you're all in there enjoying the game while I clean up the kitchen. ?

Analysis \_\_\_\_\_

Restatement I would like some As I clean, I'm observing

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8. I feel like the rug's been pulled out from under me.

Analysis Something happened ~~to~~ which disappointed the speaker.

Restatement ~~I feel like your actions~~ I am disappointed.

Now record three feeling statements of your own. Analyze and, if necessary, restate.

1. I hate when you use your phone while we're talking.

Analysis it's rude and makes me feel abandoned or like person is

Restatement ~~I would like your undivided attention~~ <sup>to feel you are present +</sup> <sup>distracts</sup>  
when we're having a conversation or spending time together.

2. You are being selfish.

Analysis Someone does something self-serving w/o taking me <sup>into</sup> <sup>consider</sup>

Restatement I would like to feel like I am included  
and considered.

3. ~~You are mad at me~~ <sup>I feel bad ~~that~~ when</sup> you are <sup>giving me attitude.</sup>

Analysis \_\_\_\_\_

Restatement \_\_\_\_\_

You are so rude.

### FEEDBACK TO "4.2 EXPRESS THE FEELINGS"

1. The speaker here is labeling another's feelings, but saying nothing about his or her own feelings. Is the speaker concerned, irritated, or indifferent? We don't know. Possible restatement: "I worried that I teased you too much about your hair."
2. The emotion here is implied but not stated. The speaker might be frustrated, perplexed, or tired. Possible restatement: "I'm nervous about telling him why I was absent."
3. Here is a clear statement of the speaker's emotional state.
4. The statement is emotionally counterfeit. Just because we say "I feel" doesn't mean a feeling is being expressed. This is an interpretation statement because "I feel" can be replaced by "I think." The speaker is expressing that "I think you tried to hurt me" and could then go on to state "I'm anxious about trusting you after you lied to me last week."

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## 4.6 MESSAGES – EXPRESSING EMOTION

### LEARNING OBJECTIVES

- Describe how the influences on emotional expression listed in this chapter have affected your communication in an important relationship.
- Apply the guidelines for effectively communicating emotions in this chapter in an important situation.

### INSTRUCTIONS

Discuss each of the questions below in your group. Prepare written answers for your instructor, or be prepared to contribute to a large group discussion, comparing your experiences with those of others in your class.

1. Describe how to recognize emotions communicated in mediated channels such as sticky notes, email, and instant messaging.

Emojis. Acronyms. Exclamation points. <sup>Repeated</sup> letters to emphasize emotion/energy. Capitalized or italicized letters.

2. Emotional expression may be more difficult in a mediated context (e.g., lack of touch or facial expression to communicate your empathy). On the other hand, mediated contexts may make emotional expression easier (e.g., write a note upon the death of someone rather than face them). Cite examples from your life where you used mediated contexts to express emotion.

sad emoji, tear eyed emoji, heartbroken emoji, white heart, white dove emojis. "I'm so sorry for your loss. (sincere emoji face)".  
prayer hands.

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3. In written communication, some stylistic devices (underlining, exclamation marks, capital letters, emoticons like the smiley, winking, or sad face) indicate emotion. How effective do you think these can be in expressing emotion? How easily and how often are they understood? Misunderstood?

I think they are efficient BUT not necessarily precise.

Sometimes, too vague or exaggerated. Other times inappropriate for the situation.

4. Compare and contrast the effectiveness of voice messages and text messages for conveying emotion through words.

Voice messages are more genuine and have more ability to connect on a deeper level.