Presented by Student Health & Counseling Services
Week 11 - Healthy Apologies and Being Assertive
Let’s Stretch . . .
A Few Group Guidelines

- Please mute your audio and type any questions into the chat box
- Your video can be off or on, whatever makes you most comfortable
- Confidentiality, and Zoom limitations
- Sharing (Headlines not details)
- Chat privately for specific needs
Community Ground Rules

● Vegas Rule - What is shared or said in the group, stays in the group
● Be respectful of others and what they are sharing in group
● Don’t assume someone wants feedback or advice on what they share, ask before you offer that input
● Trigger Warnings
Introductions:
Share your name, year @ CSUEB, major & favorite self-care activity?
Intentions for today’s Group:

*** ROLE PLAYS!!! ***

1) How do we assert ourselves?
2) How do we apologize?
**Brief Review:**

1) **Keys to being assertive**

2) **Anatomy of an apology**

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**Anatomy of an Apology:**

- Acknowledge
- Emotional Uptake
- Center the Hurt
- Accountability + Changed Behavior
- Divest From Forgiveness

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<th>Key Points</th>
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<tr>
<td>Recognising that your needs matter as much as anyone else's</td>
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<td>Compromise</td>
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<td>Talking and listening</td>
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<td>Making sure things are fair - for you and others</td>
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<td>Standing up for yourself</td>
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<td>Express your point clearly and confidently</td>
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<td>Enhances relationships - other people know where they stand</td>
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<td>Builds your self-esteem</td>
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ROLE PLAYS
**Scenario 1:** You are talking to a group of your classmates about an upcoming job interview. One of your male peers comments, “Of course you’ll get the job - you’re a minority.”

How can we assert ourselves when we experience microaggressions?

How do we apologize effectively when we harm someone with a microaggression?
**Scenario 2:** Your family member/roommate is yelling and complaining that you’re not devoting enough time and attention to the household. She launches into a long list of what she perceives to be your character flaws.

How can we assert ourselves in this situation?

How do we apologize if we lose our temper and yell at our roommate/loved one?
Scenario 3: You planned to meet up with your friend to have a nice meal at a restaurant. You get there, but she’s late – again. Every time you make plans, she seems to leave you waiting while she shows up 20-30 minutes after the scheduled meeting time.

How can we assert ourselves in this situation?

How do we apologize if we are consistently late or making our friend feel neglected?
Scenario 4: Your partner is having a really hard day. They received some upsetting news from their boss and they are feeling irritable. You come home from work and they immediately begin to pick a fight with you. They raise their voice and accuse you of being rude and always being on your phone.

How can we assert ourselves in this situation?

How do we apologize if we are taking out our anger/irritability on loved one?
Thank you for joining us today!

Check-Out Reflection:
- What is one thing you are taking from the group this week?

Please use the same link to return next week
Unhealthy Communication

Researchers have identified four patterns of negative communication that are particularly damaging to relationships:
  contempt,
  criticism,
  defensiveness,
  stonewalling, and
Contempt is described as the use of sarcasm, mockery, insults, eye rolling, scowls, or hostile humor to convey disgust and disrespect. Contempt is extremely dangerous and destructive to a relationship, and is considered to be the most damaging of the four patterns of negative communication.

Criticism is evidenced by character attacks that begin with statements such as “You’re so…,” and global complaints that begin with broad, sweeping generalities such as “You always …,” or “You never …” Criticism differs from a simple complaint, because a simple complaint is only about a specific situation or behavior, such as “I’m upset that you didn’t empty the dishwasher this morning.”

Defensiveness is a way that might be used to blame a partner instead of taking responsibility for one’s own behavior. For example, “I would help with the laundry more if you weren’t always telling me I’m doing it wrong.” Defensive comments usually escalate negativity in any conversation.

Stonewalling strategies include behaviors such as disengagement, avoiding eye contact, and not acknowledging the other person. Use of these behaviors usually indicate that the person is overwhelmed by the conflict, and they may believe that choosing disengagement is a way to protect themselves. However, listening and constructive problem solving are unlikely when one of the people is disengaged.
Emotional Disengagement

In relation, emotional disengagement is pattern of behavior that is harmful and damaging to relationships. Instead of displaying high levels of negativity, the emotionally disengaged person will show very little interest in, positive care, or concern for the other person.

Healthy, satisfying relationships are not necessarily free of disagreements or differences. However, when disagreements or differences crop up, effective communication is essential if the relationship is going to remain satisfying for both parties.