



# ASSERTIVE COMMUNICATION MANUAL

*A short manual on the skills and practices for communicating clearly, listening attentively, and giving feedback to achieve assertiveness in the workplace.*





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Welcome!

In this first manual, we will focus on understanding the fundamental aspects of communication, beginning with self-observation and self-understanding. We will learn to identify our emotions, recognize the barriers that interfere with listening, and how our mind and body influence our work interactions. This manual establishes the foundation for improving our communication "from the inside out."

There is no way to avoid communicating, even if we don't utter a single word. All behavior transmits information to those around us; we are naturally oriented toward communication.

This reality takes on a particular nuance in the workplace. Everyday actions such as starting the workday, using work tools, or interacting with systems and people revolve around specific objectives and influence how we communicate. We remain the same person, but our way of presenting and expressing ourselves is adjusted to the demands of the role and the professional context.

At work, communicating effectively not only impacts results but also health and well-being. In this regard, our biology has remained virtually unchanged for thousands of years, while the way we work has changed rapidly in just the last few decades. From this perspective, this manual focuses on the fundamental aspects of communication in the workplace with the aim of promoting a healthier work environment.

I hope you find its content useful and enjoyable.



# MANUAL #1

## FOUNDATIONS OF COMMUNICATION

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# Manual #1

## Foundations of Communication

### 1. What is communication?

Everyone communicates, but not everyone does so effectively. This is a “*bittersweet*” reality that particularly affects collaboration and goal achievement at work. Every work interaction is intended to generate results and involves expectations, deadlines, and agreements that influence how we express ourselves, the quality of relationships, productivity, and the emotional climate and well-being of the work environment.

The simplest explanation of communication, which we've all known since elementary school, is that it's the typical dynamic and shared process of *sender* → *message* → *channel* → *receiver* + *context*.

We've heard this definition and put it into practice for so long that we believe we already communicate well automatically; as if it were second nature. Therefore, it's wise to say that before trying to "improve" how we communicate, it's essential *to begin by understanding how communication works, what interferes with it, and what role our perception plays in the process.*

- It's not **just talking**.
- It's not **just listening**.
- *It's building shared meaning.*

# 1. What is communication? (*cont.*)

Communication involves *the transmission of words and signs, as well as the construction of meaning through verbal, nonverbal, and visual codes within a specific context*. When we communicate, we seek to share emotions, generate understanding, and encourage action. Although it sometimes seems like a simple process that everyone should master, in the workplace communication functions more like a complex web of variables and conditions.

Communicating is building a bridge between our internal thoughts and external reality, supported by the ability to symbolize, interpret, and respond. This process includes elements such as tone, rhythm, eye contact, and proximity that accompany the verbal content, as well as the vocabulary used and the adaptation of the message to social norms, protocols, and organizational cultures.

In short, communicating well is not about *talking more, or speaking more eloquently*. It's not just about your ability to master the art of charisma or project your likeable side. At work, having charisma, style, and charm when you speak is the icing on the cake. The recipe and the cake batter is about *knowing when to be silent, when to ask, and when to speak, and doing so from a genuine understanding of the other person*.

# 1. What is communication? (cont.)

An **expert communicator** isn't the one who delivers the most eloquent speech, but rather the *one who understands the human situation unfolding in the moment before formulating their message.*

Speaking clearly, forcefully, confidently, and purposefully is important. But *feeling comfortable and secure when communicating your point of view* begins when you trust that empathy *doesn't weaken your authority or dilute your objectives in a healthy work environment.*

Even the most complex and intense melodies have moments of silence that heighten the emotion they seek to convey. *Pausing to listen attentively isn't a sign of weakness: it's the fundamental act of all effective communication.*

In this section, you'll explore what communication in the workplace is and why it's a more complex process than is often assumed.



Effective communication stems from understanding the situation and listening. Empathy and pausing strengthen the message, not authority.

# Manual #1

## Foundations of Communication

### Why does this matter?



Communication at work directly impacts productivity, relationships, and emotional well-being, especially in high-demand and constantly changing environments.

Communication → Climate → Results → Well-being

### How to use this manual



This material is not intended to give you easy formulas, but to help you observe, understand, and adjust your communication style in real work situations.

It's not for a quick fix... It's made for you to consult it as many times as you need.

So, as Javier García says: *"Slowly but steadily, that's how you reach the top. Take it easy, nice and easy, don't rush."*

# Exercise 1 – Initial Assessment



**Before we begin:**

The following exercises are not intended to assess whether you communicate well or poorly. Their purpose is to help you identify how you communicate today, especially in real-life work situations. Awareness is the first step toward any lasting change.

**Instructions: Provide your answer in writing. Write authentically, without making judgments about yourself.**

In what work situations do you feel you are unable to communicate as you would like?

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What emotions usually arise in those situations?

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What actions do you usually take when you feel you are not being understood?

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# From Assessment to Practice

What you just wrote shows how you feel when communication becomes difficult. I know that self-evaluation can be a somewhat difficult, confusing, and even risky process when we push ourselves to the point of damaging our self-esteem. Remember not to mistreat yourself so much in the process.

*This is just to establish a starting point to help us manage our communication effectively, okay?*

From here, we're going to discuss a set of practical tools based on **Emotional Intelligence** that can help you better understand what happens internally when communication becomes difficult and (above all) what to do about it. I'll present strategies to more accurately identify your emotions, regulate them before responding, and express your ideas clearly and respectfully, even in tense or disagreement situations.

These tools aren't about making you talk more or always being right, but rather about developing **greater control, clarity, and flexibility** to transform misunderstandings, frustrations, and conflicts into more productive conversations. The invitation is simple: try them, observe their impact, and discover how the small adjustments you **continually make**\* in the way you listen, feel, and respond can enhance your work experience and professional relationships.



*\* (Not just occasionally, or every now and then, okay? Please be consistent with the process. It's okay to take breaks and get back into it. But don't give up, don't get discouraged. Not everything works out on the first try. Persist and insist on meeting your expectations for this project.)*

# 1. Intentional pause (empathy before responding)

## What it is:

Before responding to or clarifying a message, Emotional Intelligence literature recommends taking a conscious pause to understand what the other person is experiencing; not just what they are saying.

## How to use it after the exercise:

- After you've identified situations where you aren't communicating as well as you'd like, ask yourself:
- **What could have been going through the other person's mind at that moment?**

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- **What need, fear, or pressure might have influenced their reaction?**

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### Why it works:

- Cognitive empathy reduces automatic defensive interpretations (“they don’t understand me because they don’t want to”) and allows the message to be reformulated from a point of genuine connection.
- In other words, when the other party feels understood, they are more likely to significantly reduce their resistance to the situation.

## 2. Give It a Name: Identify your precise emotions using the Emotions Wheel

Assertive communication begins before speaking. It requires the ability to recognize and regulate one's own emotions before attempting to clarify a message or resolve a disagreement. The literature on Emotional Intelligence agrees that it is impossible to regulate an emotion that has not been clearly identified.

In the workplace, many communication difficulties are exacerbated because emotions are described vaguely or generally (“I’m upset,” “this makes me uncomfortable”). This level of generalization limits conscious response and encourages automatic reactions. Accurate emotional identification involves precisely naming what one is feeling, differentiating between similar emotions such as frustration, disappointment, anxiety, anger, or helplessness. This process helps reduce emotional reactivity and increase self-control.

To support this process, visual tools that facilitate emotional recognition are useful. One such tool is the **Emotional Wheel**, which allows for the classification of emotions from broad categories to more specific nuances, promoting what research calls **emotional granularity: the ability to distinguish more precisely what one is feeling.**

Identifying what we feel is the first step in regulating how we respond. In the following exercises, you will begin to practice applying this skill in work situations.



The more specific the emotion you identify, the greater your ability to regulate it and communicate clearly. Emotional precision doesn't eliminate the emotion, but it prevents it from automatically dominating the conversation.

## 2. Give It a Name: Identify your precise emotions using the Emotions Wheel

Naming emotions accurately serves two key functions in assertive communication:



1. **Self-regulation:** by putting the emotion into words, its intensity decreases and the ability to think clearly is recovered.



2. **Relational clarity:** allows you to express what is happening internally without accusing or blaming others, fostering more productive conversations.

From this perspective, emotions like frustration or disappointment **cease to be obstacles and become useful information.** When a person accurately identifies what they are feeling, they can translate that emotion into a concrete need (*clarity, support, time, feedback*), which facilitates assertive and results-oriented responses.

# The Emotions Wheel as a tool for assertive communication

What is the Emotions Wheel used for?

The Emotions Wheel is a visual tool designed by Dr. Gloria Willcox to help people more accurately identify what they are feeling. Instead of focusing on general emotions like “*anger*” or “*discomfort*,” the wheel allows you to explore more specific emotional nuances that facilitate self-regulation and clear communication.

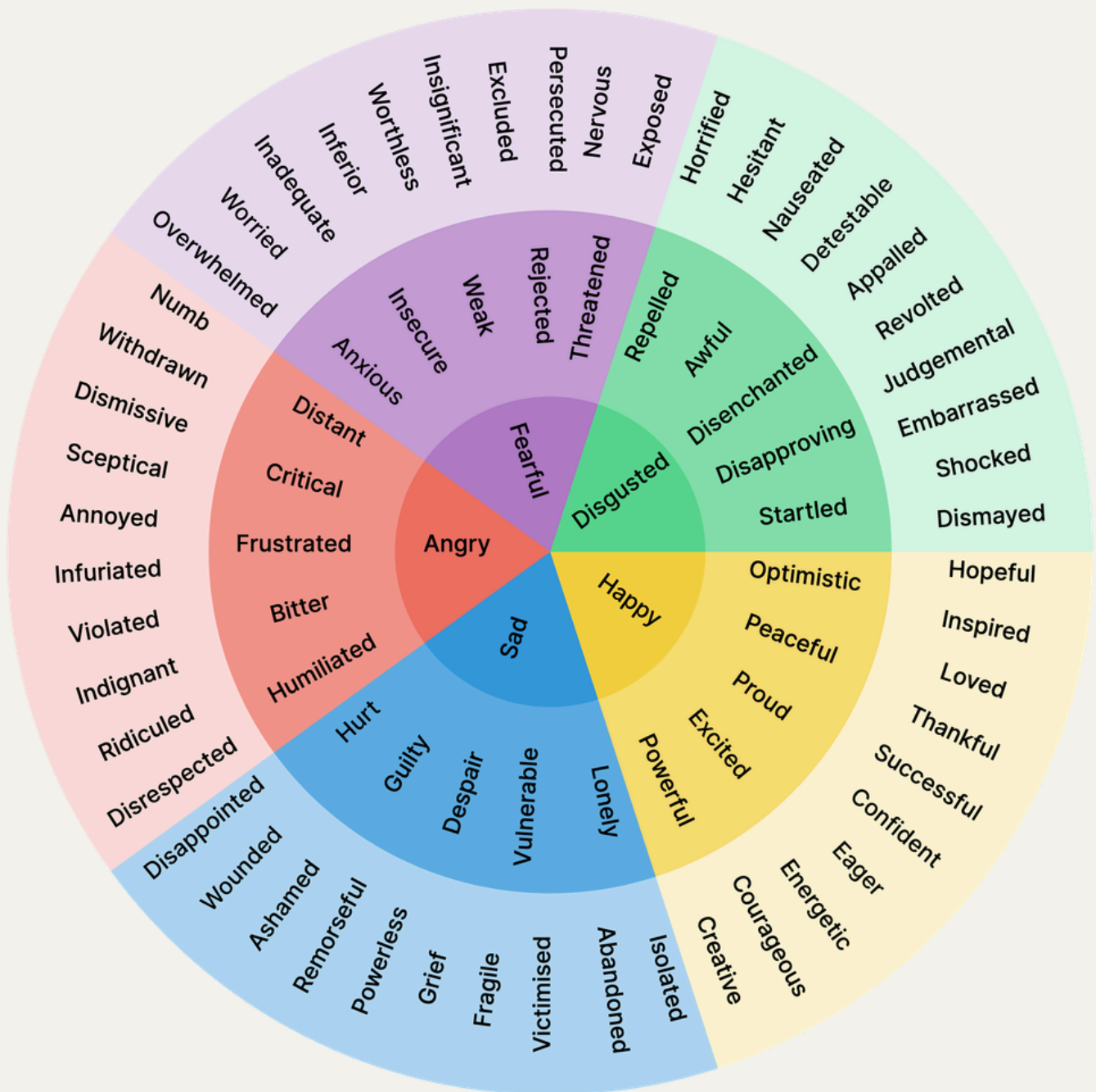
## How to use the Emotions Wheel (step by step):

- **Pause** briefly before responding or reacting.
- **Identify** a general emotion in the center of the wheel (e.g., anger, sadness, fear).
- **Explore** the outer rings and select one or two emotions that most accurately describe your experience (e.g., frustrated, disappointed, anxious).
- **Translate** the emotion into a need: “I am frustrated because I need clearer information.”
- **Formulate** an assertive message that combines clarity and respect.

## Why it is useful at work:

- Reduces unnecessary conflict
- Decreases emotional reactivity
- Improves listening and empathy
- Promotes solution-oriented conversations

# The Emotions Wheel



Remember: Naming what I feel correctly doesn't weaken us; it allows us to communicate with greater clarity, control, and effectiveness.

# The Emotions Wheel

Technique/Strategy	What does it consist of?	When should it be applied?	What problem does it help to manage?	Impact on communication and the team
<b>1. Intentional empathic pause</b>	Stop the automatic response to understand the other person's point of view, emotions, and context before responding.	When we feel that we are not understood or perceive resistance from the other party.	Misunderstandings, defensive responses, escalation of conflict.	It reduces reactivity, increases the other person's openness, and improves the quality of dialogue.
<b>2. Accurate emotional identification using the Emotional Wheel</b>	Clearly recognize the emotion we are experiencing instead of generalizing it as anger.	The wheel is useful when the person cannot clearly identify what they are feeling.	Emotional confusion, impulsive responses, loss of control.	It facilitates self-regulation, improves decision-making and emotional self-control.
<b>3. Empathic Reframing</b>	To verbally express the other person's perspective to demonstrate understanding, without necessarily agreeing.	In difficult conversations or when the other person is defensive.	Polarization ("them against us"), communication closure.	It builds trust, reduces tension, and maintains productive dialogue.
<b>4. Brief physiological self-regulation</b>	Conscious use of breathing, pauses, and body relaxation to reduce emotional activation before responding.	When emotions such as anger, frustration, or anxiety are elevated.	Impulsive responses, deterioration of the work environment.	It keeps us calm, protects the working relationship, and improves the clarity of the message.
<b>5. Adjustment of communicative frustration</b>	Change the interpretation of the problem: from <i>"they don't understand me"</i> to <i>"the message needs adjusting."</i>	When (despite feeling that I communicate well) the message does not achieve the expected effect.	Disillusionment, resentment, emotional exhaustion.	It promotes flexibility, reduces personal burnout, and maintains a focus on results.

## Exercise 2 – Analysis of a recent conversation

### Part A – Verbal Analysis

- **Think of a recent professional interaction that did not have a favorable outcome.**
- What did you want to communicate?

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- How did you express it?

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- What answer did you get?

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- What element of the process could have failed?

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## Exercise 2 – Analysis of a recent conversation

### Part B – Applied “Checklist” of verbal and non-verbal communication



Next, analyze not only what you said, but *how you said it*.

Use the following checklist to supplement your previous answers.

#### Instructions:

Check the box once you have evaluated each level of your communication process and analyzed how your style may have influenced the other person's reaction.

#### 1. Body posture and orientation

- Was my posture open and relaxed?
- Did I avoid crossing my arms, turning my body, or leaning back?
- Did my body language show a willingness to talk?

#### 2. Facial expression

- Was my facial expression consistent with the message's content?
- Did I appear tense (frown, clenched jaw) while speaking?
- Did my face convey openness or discomfort?

## Exercise 2 – Analysis of a recent conversation

### Part B – Applied “Checklist” of verbal and non-verbal communication

#### 3. Eye contact

- Did I maintain sufficient and natural eye contact?
- Did I avoid constantly looking away or at the ground?
- Did eye contact facilitate connection or create discomfort?

#### 4. Tone of voice

- Did my tone reflect calmness and respect?
- Could it have been interpreted as defensive, ironic, or authoritarian?
- Was the tone consistent with my intention?

#### 5. Rhythm and volume

- Did I speak too fast or too slow?
- Was my volume appropriate for the context?
- Did I leave space for the other person to respond?

#### 6. General coherence

- Were my body and words conveying the same message?
- Could an outside observer interpret contradictory signals?

## Exercise 2 – Analysis of a recent conversation

**Final assessment:** After completing the checklist, answer the following questions

- What nonverbal cues might have influenced the other person's reaction?

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- What specific adjustments could you make in a similar future conversation?

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- What nonverbal element of your communication is under your immediate control?

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# Manual #1

## Foundations of Communication

### **Coherence as the basis of assertive communication**

Analyzing this conversation highlights a central principle of workplace communication: knowing what to say isn't enough; *how the message is conveyed is equally crucial*. Body language, facial expressions, eye contact, and tone of voice decisively influence how the message is interpreted, reinforcing or contradicting it, even when the words are appropriate.

Elements such as rhythm and volume communicate additional emotional information. A rushed pace can create pressure, while an inappropriate volume (too loud or too quiet) can be perceived as aggressive or insecure. Together, these signals form a parallel language that often carries more weight than the verbal content.

Up to this point, you have analyzed a specific conversation and identified how emotions, words, and nonverbal cues influence the reception of your messages. Understanding these elements is a necessary step; the next is to **apply this awareness to your daily practice** to strengthen more assertive communication.

# Manual #1

## Foundations of Communication

### **Coherence as the basis of assertive communication**

Nonverbal communication largely operates automatically. Many of our postures, gestures, and tones appear without our full awareness, especially in situations of pressure, disagreement, or urgency. Therefore, the next step is not to correct or force immediate changes, but to learn to **observe ourselves attentively and without judgment.**

The following exercise invites you to develop a key skill for effective communication: *the conscious observation of your own behavior while interacting in the workplace.* By doing so, you will begin to identify patterns that usually go unnoticed and that directly influence the quality of your conversations.

*This observation is the foundation for making more intentional and sustainable adjustments over time.*

# Manual #1

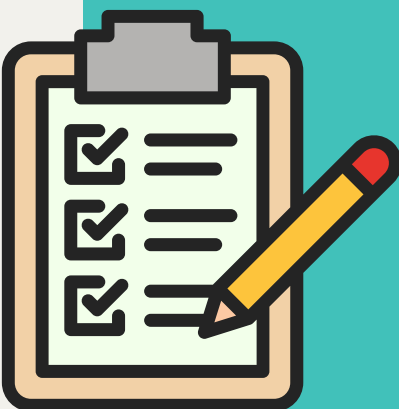
## Foundations of Communication



### Exercise 3 – Conscious observation

#### Purpose of the exercise

- To develop awareness of everyday nonverbal communication and its impact on clarity, relationships, and work results.
- This exercise does not aim to correct behaviors immediately, but rather to learn to observe real patterns that often go unnoticed.



### Instructions:

During a workday, observe:

- Your posture when speaking
- Your tone of voice when under pressure
- Your body language when listening

Don't try to change anything during the day. Just observe.

# Assessment Record (at the end of the day)

Use the following questions to analyze what you observed. These questions are designed to help you identify specific behaviors, *not general judgments*.

## 1. Body Posture While Speaking

Observe and answer:

- Was my posture mostly open (*relaxed shoulders, body facing the other person*) or closed (*crossed arms, rigid body, excessive distance*)?
- Did I notice any body tension when explaining something important?
- Did my posture change depending on the person or the situation?

What the literature says:

Open postures are associated with a greater perception of availability, cooperation, and credibility, while closed postures are often interpreted as resistance, disinterest, or defensiveness, even without conscious intention (Knapp & Hall).

## Food for thought:

- At what points did my posture facilitate the conversation?

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- At what times might my posture have made it more difficult?

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# Assesment Record (at the end of the day)

## 2. Voice tone under pressure

- **Observe and answer:**
- Did my tone remain steady or did it become more tense, sharp, or raised?
- Did I speak faster than usual when I felt pressured?
- Did my tone reflect the intention of the message or the emotion of the moment?

### What the literature says:

Tone of voice communicates key emotional information. Under stress, it is often the first channel where emotional reactivity appears, affecting how even a well-formulated message is received (Burgoon et al.).



## Food for thought:

- Did my tone of voice help clarify or escalate the situation?

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- What emotion was present when my tone of voice changed?

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### 3. Listening well is something that also shows: Your body language in the communication process.

#### 3. Body Language While Listening

Observe and answer:

- Was my body facing the person speaking?
- Did I maintain natural eye contact?
- Did I show signs of listening (*nodding, steady posture, absence of distractions*)?



What the literature says:

People interpret listening not only by silence, but also by body language cues that indicate attention. The lack of these cues is often perceived as disinterest or judgment, even when unintentional (Rogers).

#### Food for thought:

- What body language did I display while listening?

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- How could my body language have been interpreted by the other person?

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# Assessment Record (at the end of the day)

## 4. General coherence

- **Observe and answer:**
- Was there consistency between what I felt, what I said, and how I expressed it?
- Can I identify moments when my nonverbal communication contradicted my words?



### What the literature says:

When incongruence exists, people tend to trust nonverbal cues more than verbal content. Congruence increases trust and clarity; incongruence generates confusion or resistance (Mehrabian; APA).

## 5. Learning and Adjustment

- What pattern was repeated throughout the day?
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- Which nonverbal behavior was most difficult to maintain under pressure?
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- What small, concrete adjustment could I try tomorrow? (e.g., *slow down when speaking, relax shoulders, pause while listening*)



### Remember

Conscious observation doesn't seek perfection, but rather to detect a pattern and adjust one element at a time.

#### 4. The most important conversation happens in my mind: The internal dialogue that occurs before we communicate.

Before communicating with others, we engage in a constant internal dialogue that influences how we interpret events and how we respond emotionally and behaviorally. This internal discourse, though often unnoticed, *determines how we give meaning to disagreements, corrections, or challenging work situations.*

Internal dialogue influences *how we understand messages, regulate our emotions, respond behaviorally and verbally, and the assumptions we make about others' intentions. When this dialogue is rigid or critical, it intensifies negative emotions and hinders emotional regulation, affecting interpersonal communication and the work environment.*



In everyday life:

- Two people can receive the same message and react in opposite ways. The difference lies not in the message itself, but in the internal dialogue it triggers.

## 4. Intrapersonal communication: the dialogue that occurs before speaking

Various studies in psychology and neuroscience have demonstrated that internal dialogue plays a key regulatory role in human behavior. Learning to identify and consciously manage it is a core skill of **emotional intelligence**, as it allows us to respond with greater clarity, self-control, and flexibility to everyday challenges (APA, 2020; Beck, 2011).

Developing awareness of our intrapersonal communication doesn't mean artificially "*thinking positively*," but rather learning to question automatic interpretations, broaden perspectives, and choose more functional responses. This process strengthens **emotional self-regulation**, improves the quality of work relationships, and contributes to greater psychological well-being.

The following exercise is designed to help you **explore your internal dialogue**, recognize frequent thought patterns, and practice more conscious and healthy ways of interpreting yourself and others in the workplace.

# Manual #1

## Foundations of Communication

### Exercise 4 – Internal Dialogue and Emotional Regulation at Work



#### Objective of the exercise

- This exercise will help you identify personal patterns that influence how you communicate in real work situations.

### PART 1 – Identifying the Automatic Internal Dialogue



#### Instructions:

Read each situation and complete the sentences with the first idea that usually comes to mind. Do not edit your answer. Be honest.

# EXERCISE 4

## PART 1 – Identifying the Automatic Internal Dialogue

1. When someone disagrees with me at work, I think that:

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2. When I am corrected or given feedback, I usually tell myself that:

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3. In situations where I feel ignored or disregarded, I usually react or think that:

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## EXERCISE 4

### PART 2 – Identifying the emotion and its impact

Now review your previous answers and reflect:

4. What primary emotion arises in each situation?  
(Example: *anger, frustration, sadness, fear, shame*)

- Situation 1 (*disagreement*): \_\_\_\_\_
- Situation 2 (*being corrected*): \_\_\_\_\_
- Situation 3 (*ignored*): \_\_\_\_\_

5. How do these emotions influence your behavior at work?  
(Check all that apply)

- I shut down
- I become defensive
- I get frustrated
- I avoid the situation
- I react impulsively
- Other: \_\_\_\_\_

## EXERCISE 4

### PART 3 – Questioning Internal Discourse

This step comes directly from cognitive restructuring techniques.

For each thought identified, answer:

1. Is this thought a fact or an interpretation?

2.  Fact  Interpretation

7. What evidence do I have that this thought is completely true?

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8. What evidence exists to contradict this?

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## EXERCISE 4

### PART 4 – Conscious reformulation of our internal dialogue

Now transform your internal dialogue into something more balanced, functional, and compassionate, *without denying reality*.

9. An alternative and healthier way to think about the situation could be the following scenarios:

Situation 1 (*disagreement*):

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Situation 2 (*I'm being corrected*):

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Situation 3 (*ignored*):

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## EXERCISE 4

### PART 5 – Application to the work context

10. How do you think your reaction would change if you applied these new internal dialogues you developed to similar situations that might occur in the future?

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11. What specific behavior could you try next time?

(Example: *listen before responding, ask for clarification, take a pause*)

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## 5. Why we don't always listen to what others are saying: the barriers that interfere before we respond

Communication doesn't happen in a vacuum. Every message passes through internal filters formed by experiences, beliefs, emotions, and momentary psychological states. These **personal barriers** influence how we interpret messages and how we react to them, especially in the workplace.

One of the most common barriers is perception. We don't just hear words; we also interpret tone of voice, body language, and facial expressions. Often, these nonverbal cues carry more weight than the verbal content, generating misunderstandings when there is no congruence between what is said and how it is said.

Another relevant barrier is **preconceived mental schemes**: beliefs and learned behaviors we use to make sense of reality. These schemas can lead us to accept or reject a message without objectively evaluating it, especially in emotionally charged situations or when unexamined biases are at play. Understanding personal communication barriers allows us to explain many misunderstandings, but *true clarity arises when we begin to observe ourselves in real time.*

In the following exercise you will begin a *process of self-observation* that will help you identify how your *perceptions, emotions and responses influence the way you communicate* in the workplace.



We do not react to messages as they are, but to the interpretation we construct through our personal filters.

# Manual #1

## Foundations of Communication

### Exercise 5 – Identifying Barriers

#### PART 1 – Conscious Self-Observation

##### Instructions:

Read each statement and mark those that you recognize as frequently occurring in your work communication style. Don't judge yourself; this exercise aims for awareness, not perfection.

##### Check the ones that apply:

- I interrupt other people before they finish speaking
- I think about what I'm going to say while the other person is talking
- I assume intentions without verifying them (e.g., "*they said it to upset me*")
- I avoid uncomfortable conversations even when they are necessary
- I react emotionally before reflecting
- I get defensive when I receive feedback
- I generalize past experiences ("*it's always the same*")

## Exercise 5

### PART 2 – Identifying the main barrier

Select two barriers that you consider most frequent or that most affect your communication.

- Barrier 1: \_\_\_\_\_
- Barrier 2: \_\_\_\_\_

Now analyze:

1. In what work situations do these barriers usually become activated?

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2. What emotion usually appears first? (e.g., *anger, anxiety, frustration, insecurity*)

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## Exercise 5

### PART 3 – Understanding the origin of the barrier

Literature on emotional intelligence indicates that communication barriers are often related to:

- past experiences
- rigid mental frameworks
- accumulated stress
- fear of conflict
- need for control

#### Answer:

3. Is this barrier most related to...?

- Stress
- Fear of making mistakes
- Need to defend myself
- Past experiences
- Lack of emotional clarity

4. How does this barrier affect your relationship with other people at work?

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## Exercise 5

### PART 4 – Evidence-based strategies to reduce the barrier

Next, select a specific strategy for each barrier identified:

#### Recommended strategies (choose at least one per barrier):

- Active listening (*paraphrase before responding*)
- Conscious 5-second pause before answering
- Interpretation check (“*Did I understand correctly that...?*”)
- Emotional regulation (*slow breathing, labeling the emotion*)
- Assertive communication in the first person (“*I feel...*”)
- Preparation for difficult conversations
- Request feedback instead of assuming

#### Personal action plan (describe how you plan to implement the selected strategy):

Barrier 1 – Selected strategy:

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Barrier 2 – Selected strategy:

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## Exercise 5

### PART 5 – Practical Application

5. Describe a future situation in which you will put the chosen strategy into practice:

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6. What different outcome do you expect to achieve by better managing this barrier?

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#### End of Manual #1

- Understanding communication is the first step to transforming it.
- In the next section, we'll explore what distinguishes effective communication and how to develop it consciously and practically. Thank you for your attention!



You can contact us at (787) 559-6989 or by email at [www.doctorcotto.com](http://www.doctorcotto.com) for any questions.

Thank you so much for completing this manual. With this first section, we've begun exploring communication as more than just words: *as a human experience that directly influences how we work, connect with others, and feel in our daily lives.*

If you found this content helpful and would like to delve deeper, I invite you to visit my website, where you'll find blogs, downloadable resources, and other materials designed to support you in this learning process.

You can also contact me to clarify any doubts, share your concerns, or learn more about how I can support you through personalized training and services.

# Manual #1

## Foundations of Communication

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