

# Four Levels of Communication

Four Levels of Communication	Task Involved	Typical Statement	Typical Reaction	Rationale
<b>IV. Do like</b>	Affirming & Confirming	"Thank you! I like this"	"You're welcome!"  • Satisfaction: Problem = solved	<b>Helps</b> to sustain what is wanted. <b>Helps</b> to maintain close relations.
<b>III. Would Like</b>	Feeling & Requesting	"I feel _____ because _____." "I'd like _____." "Will you _____?"  Disguised Opinions: • I feel like you were a _____. • I feel that you are a _____.	Yes" [then go to level IV]  "No" [then negotiate as follows]  • If not, then will you reconsider? • If not now, then when? • If not that, then what? • If not you, then who? • If not there, then where? • If not this way, the now? • If not for this reason, then why?	<b>Helps</b> to recognize needs and get them fulfilled  <i>Feelings are indisputable; they just <u>are</u>.</i>
<b>II. Don't like</b>	Observing & Complaining  {Ann Landers: bitchin-an-moanin}	"You are a _____!"	"I am not!" DEFENSIVE "So are you!" FIGHT = <i>Counterattack</i> "I'm outa here!" FLIGHT = <i>Withdrawal</i>  • Dissatisfaction: relationship = worse	<b>Does not help</b> , but it's easy and automatic.  <i>Opinions are debatable.</i>
<b>I. Conspiracy of Silence</b>	Protecting & Avoiding	[Not said at all, just thought.]  ["Let's not be ugly or talk!"]	[Not said at all, just thought.]  [Whew! That was a close one!"]  • Dissatisfaction: Problem ≠ addressed	<b>Does not help</b> , but everyone can remain passive.  "If you can't say something nice, ..."