

Personal Relationship 6

Defensive behaviours and supportive behaviours

The more defensive behaviours A has, the more defensive and self-protective B would become. (Vicious circle)

Conversely, the more supportive behaviours A has, the more open B would become. (Virtuous circle)

Defensive Behaviours	Supportive Behaviour
1. Evaluation	1. Description
2. Control	2. Problem Orientation
3. Strategy	3. Spontaneity
4. Centrality	4. Empathy
5. Superiority	5. Equality
6. Certainty	6. Provisionalism

已註解 [LS1]: Negotiation?

1. Evaluation vs. Description

- Evaluations: 'You' messages
 - E.g. 'You're wrong', 'You're stupid', 'You're lazy'
- Descriptions: 'I' messages
 - E.g. 'I'm very surprised', 'I don't know if I could help?'

2. Control vs. Problem Orientation

- Control: 'I know what to do. Just follow me.'
- Orientation: The two parties would orient in the essence of the problem to discuss and share mutually
 - Would not force either party to compromise for the other party's established thoughts or decisions
 - Would aim for a win-win situation

3. Strategy vs. Spontaneity

- Strategy: leading the other person to fall into a pre-set
 - E.g. Complaints after compliments, demands after gifts
- Spontaneity: sincerity
 - Expressing from the bottom of the heart with true feelings, without extra thoughts or polish that lead to better responses
 - Only to describe facts genuinely when raising requests
 - 'Even though I don't like the things he/she says, at least what they say are truths.'

4. Centrality vs. Empathy

- Centrality: staying emotionally neutral towards other people's circumstances and feeling. This would make others feel that you are indifferent, and would start being defensive in order to maintain their self-esteem.
 - The cruellest way of treating people is not to hate them, but to ignore them.

- Empathy: Putting yourself in others' shoes; think from their position to resonate with them; expressing your understanding of and acceptance to their feelings

5. Superiority vs. Equality

- Superiority: Regarding others as worse than themselves
 - Not wanting to receive any contributions or help from others
 - This would threaten their self-esteem and self-value, causing defence
 - E.g. Parents towards children, pastors towards church members, bosses towards workers
- Equality: making others feel respected with natural and mutual communications

6. Certainty vs. Provisionalism

- Certainty: insisting our own opinions to be right
 - People who are subjective and autocratic
 - They know it all; they don't need other knowledge
 - Autocrats are more interested in winning debates rather than solving problems
 - Possibly because of defending their self-esteem and authority or, it might also be caused by the inferiority deep down
 - This would cause backlash from others who look for these autocrats' wrongdoings, creating an oppositional relation and obstruct communications
- Provisionalism: open-mindedly learn about different perspectives to accept new information and ideas
 - Will not cause defence but will advance communications