Teacher Answer Key

Case Study

1. Inconsiderate is a character judgment rather than an observable behavior, so Rohan had to defend who he is. Never is almost never accurate, so it invited him to list exceptions. The argument became about the exceptions instead of about the counter.

2. The when part named a specific behavior, the counter covered at seven, and the because part gave the concrete effect, being late for the bus. The I need part supplied a clear and doable request with a time attached, so Rohan knew exactly what to do.

Multiple Choice

1. D

2. C

3. A

Matching

1-C, 2-E, 3-D, 4-B, 5-A

Fill-in-the-Blank

1) stonewalling, 2) behavior, 3) reading

Short Answer (Sample Responses)

Q1: Texting strips out tone, timing, facial expression, and pace, so the reader supplies those from their own mood. A neutral message read by someone irritated will sound cold, and there is no nonverbal channel available to correct it.

Q2: Reassurance signals that the topic is closed and that the speaker should feel better now. It answers a question the speaker did not ask and often stops them from saying the harder thing they were building up to.

Q3: People used to a passive communicator hear a direct statement as a sudden escalation. Assertiveness only claims your own needs without overpowering anyone, but the contrast with previous agreement can feel like aggression to the listener.