

Module: Positive Communication

Active Constructive Responding

In a nutshell:

According to Shelly Gable's communication response typology (Gable & Gonzaga, 2006), active constructive responding (ACR) refers to giving enthusiastic support after someone has shared positive experience. The person actively responds to the other person and elaborates the positive experience, making the other person feels validated and understood. Other forms of communication are contrasted with active constructive responding and shown below.

	Constructive	Destructive
Active	Giving enthusiastic support with elaborate content, making the receiver feels validated. e.g. "Congratulations! You definitely deserve a very good grade after your hard work. Let's go out and celebrate. We can talk more about this great news."	Putting the conversation to an end, making the receiver feels rejected. e.g. "The grade is okay. But you'd better try harder next time, or else you won't be able to get the same grade."
Passive	Showing minimal support, making the receiver feels unimportant. e.g. "This is a piece of good news."	Ignoring the conversation, making the receiver feels confused or disappointed. e.g. "Where shall we go for lunch?"

Scientific Facts:

Most of the research studies on ACR were about couple relationship. It was found that ACR was associated with enhancement in relationship quality, such as stronger intimacy, commitment, trust, and closeness (Gable et al., 2004). The person who used ACR also had more positive emotions, better subjective well-being and higher self-esteem (Gable & Gonzaga, 2006). The positive mood could increase the mental and behavioral flexibility, enhance wider range of ideas and actions, and act as a

reserve which carries the person through traumatic/ upsetting events (Fredrickson, 1998).

Here are some examples of different responding styles.

Please visit the RESOURCES box for videos.

Exercise:

Building up a bank account of ACR:

Please record your experience of using ACR.

Positive event	My response (ACR/ non-ACR)	Your reaction & others' reaction
1.		
2.		
3.		
4.		

References

Fredrickson, B. L. (1998). What good are positive emotions? *Review of General Psychology, 2*,

300–319.

Gable, S. L. & Gonzaga, G. C. (2006). Will you be there for me when things go right?

Supportive responses to positive event disclosures. *Journal of Personality and Social Psychology, 91*, 904- 917.

Gable, S. L., Reis, H. T., Impett, E., & Asher, E. R. (2004). What do you do when things go right?

The intrapersonal and interpersonal benefits of sharing positive events. *Journal of Personality and Social Psychology, 87*, 228–245.

課題：正向溝通

簡介：

根據 Shelly Gable 所提出的溝通模式 (Gable & Gonzaga, 2006)，主動地有建設性的回應 (ACR) 是指當別人分享好消息或正面事件時，我們積極地回應對方，並詳盡闡述體驗，讓別人感到被認可和理解。除 ACR 外，亦有另外三種的回應方式。下圖顯示了這三種方式與 ACR 的分別。

	建設性的	破壞性的
主動的	熱情的支持，詳盡闡述體驗；接收者感到被認可和理解。 例子：「恭喜你，你值得得到一個很好的成績，因為我看到你有努力學習。讓我們出去慶祝，再詳談這個好消息！」	壓制事件；接收者感到被拒絕。 例子：「這個成績不錯啦。但你最好在下次考試前也要非常努力，否則你將無法得到相同的成績。」
被動的	低調的支持；接收者感到不受重視。 例子：「這是一個好消息。」	無視事件；接收者感到困惑、失望。 例子：「我們去哪兒吃午飯？」

科學實証：

大多數 ACR 的研究是與伴侶關係有關的。研究結果顯示 ACR 與強化兩人關係質素有正面的關聯，如更強的親密關係、承諾、信任和親近 (Gable et al., 2004)。多使用 ACR 的人也有更多的正面情緒，更高的主觀幸福感和較高的自尊 (Gable & Gonzaga, 2006)。而其中積極的情緒能增加人們精神和行為的靈活性，提高廣泛的思想和行動，並充當儲備幫助人們面對創傷或負面的事件 (Fredrickson, 1998)。

請到資源庫收看短片或延伸閱讀！

練習：

建立一個 ACR 的銀行賬戶

請記錄您使用 ACR 的經驗。

別人向你分享的正面事件	我的回應 (ACR/ 非 ACR)	你的反應與別人的反應
1.		
2.		
3.		
4.		