

## Communication Styles

Passive

Assertive

Aggressive



### General

Compliant, submissive, talks little, vague non-committal communication, puts self down, praises others

*"I don't mind...that's fine....yes alright"*

Actions and expressions fit with words spoken, firm but polite and clear messages, respectful of self and others

*"That's a good idea, and how about if we did this too..." or "I can see that, but I'd really like..."*

Sarcastic, harsh, always right, superior, know it all, interrupts, talks over others, critical, put-downs, patronising, disrespectful of others

*"This is what we're doing, if you don't like it, tough"*

### Beliefs

**You're okay, I'm not**

Has no opinion other than that the other person/s are always more important, so it doesn't matter what they think anyway

**I'm okay, you're okay**

Believes or acts as if all the individuals involved are equal, each deserving of respect, and no more entitled than the other to have things done their way

**I'm okay, you're not**

Believe they are entitled to have things done their way, the way they want it to be done, because they are right, and others (and their needs) are less important

### Eyes

Avoids eye contact, looks down, teary, pleading

Warm, welcoming, friendly, comfortable eye contact

Narrow, emotion-less, staring, expressionless

### Posture

Makes body smaller – stooped, leaning, hunched shoulders

Relaxed, open, welcoming

Makes body bigger – upright, head high, shoulders out, hands on hips, feet apart

### Hands

Together, fidgety, clammy

Open, friendly and appropriate gestures

Pointing fingers, making fists, clenched, hands on hips

### Consequences

Give in to others, don't get what we want or need, self-critical thoughts, miserable

Good relationships with others, happy with outcome and to compromise

Make enemies, upset others and self, feel angry and resentful