

Passive, Aggressive, and Assertive Communication

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Passive Communication

During passive communication, a person prioritizes the needs, wants, and feelings of others, even at their own expense. The person does not express their own needs, or does not stand up for them. This can lead to being taken advantage of, even by well-meaning people who are unaware of the passive communicator's needs and wants.

- Soft spoken / quiet
- Avoids eye contact / looks down or away
- Allows others to take advantage
- Does not express one's own needs or wants
- Prioritizes needs of others
- Lack of confidence

Aggressive Communication

Through aggressive communication, a person expresses that only their own needs, wants, and feelings matter. The other person is bullied, and their needs are ignored.

- Easily frustrated
- Use of criticism, humiliation, and domination
- Speaks in a loud or overbearing way
- Frequently interrupts or does not listen
- Unwilling to compromise
- Disrespectful toward others

Assertive Communication

Assertive communication emphasizes the importance of both people's needs. During assertive communication, a person stands up for their own needs, wants, and feelings, but also listens to and respects the needs of others. Assertive communication is defined by confidence, and a willingness to compromise.

- Listens without interruption
- Stands up for own rights
- Clearly states needs and wants
- Confident tone / body language
- Willing to compromise
- Good eye contact

Examples

Scenario	A friend asks to borrow your car. This will be a big inconvenience for you.
Passive	Of course, I'll let you borrow it. I'll just have to be careful not to scratch it.

Communication Styles Quiz Passive Aggressive Assertive

A Gutmann



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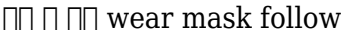
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