

## COMMUNICATION STYLES

<b>AGGRESSIVE</b>	<b>ASSERTIVE</b>	<b>PASSIVE</b>
Shouts, finger points, bullies	<b>Speaks evenly, calmly and with quiet self assurance</b>	Remains silent, withdraws but fumes within
Uses criticism, sarcasm and humiliation	<b>Is neither offensive nor defensive. Uses 'I statements'</b>	Accepts criticism, feels humiliated and helpless
Accuses and blames	<b>Takes responsibility for their part of the issue and seeks resolution</b>	Feels either guilty or treated unfairly and is unable to self-defend
Refuses to deal with others' needs, wants and concerns	<b>Considers needs, wants and concerns of self AND others</b>	Refuses to deal with own needs, wants and concerns
Uses stand-over tactics	<b>Stands their ground in a non-threatening way</b>	Feels intimidated
Uses various forms of abuse - threats and put downs	<b>Gains respect through appropriate communication and behaviour</b>	Feels victimised, angry and helpless
Manipulates through anger	<b>Negotiates, seeks compromise</b>	Manipulates through silence
Gives no choices	<b>Gives choices</b>	Feels like they have no choices
Commands using language such as: "You should..." "You always..." "You never..." "You make me...."	<b>Expresses own right to personal thoughts, feelings, needs and wants and allows others to do likewise</b>	Accepts commands and believes that: "I should have..." "I always...", "I never..." "I can't..." Says: "Okay, whatever <b>you</b> want..."
Explodes, dumps responsibility on others and SAYS: "There is nothing wrong with me; it's all <i>your</i> fault and <i>you</i> need to change".	<b>Shares responsibility. Looks at issues from both sides and SAYS: "WE both need to learn, grow and change."</b>	Suppresses own feelings and hides own thoughts. SAYS: "You are right" Thinks: 'There is nothing I can do about it.' Feels: violated
Expects their needs and wants to be taken care of	Understands their own responsibility to take care of their needs and wants	Surrenders own needs and wants
Won't hear (accept) others' "NO"	Is able to say "NO" and hear (accept) "NO"	Can't say "NO"
Feels that the other must lose so that they can win = WIN/LOSE	Knows that it isn't about winning or losing and aims for WIN/WIN	Feels that they cannot win and thus are readily defeated = LOSE/WIN