

Communication Styles

Which one are you?

AGGRESSIVE	PASSIVE	ASSERTIVE
About winning	About avoiding	About negotiation
Own needs most important	Own needs not important	Equal regard for own and other's needs
Believes they are entitled to get their own way	Believes they have no right to get their own way	Believes their rights are of equal importance to others
Has more needs than others	Has less needs than others	Has equal needs with others
Has more to contribute than others	Has less to contribute than others	Has equal amounts to contribute to others
It's other people's fault if things go wrong	It's always their fault if things go wrong	It's a shared responsibility when most things go wrong
Has little or no respect for others	Has too much respect for others	Has respect where appropriate
Never makes mistakes	Always makes mistakes	Recognises making mistakes is human
Sets priorities for others	Lets others set priorities	Sets own priorities
Demands help	Never asks for help	Asks for help
Determined to get what they want at any cost	Never asks or gets what they want	Asks for what they want and able to negotiate
Believes no one is their equal	Believes everyone is better than them	Believes everyone is equal
Always get what they want	Never get what they want	Sometimes get what they want
Uses body language to intimidate people: stands too close, eyeballs them, makes themselves taller, raises voice and shouts	Uses body language to avoid eye contact; looks away; hunches over to make themselves smaller, speaks quietly	Uses body language with confidence: keeps appropriate eye contact, stand relaxed, does not raise voice, actively shows they are listening to the other person and encouraging vocal comments.