

Worksheet 6.1

Characteristics of passive / assertive / aggressive communication styles

Think about how a person who is communicating passively, aggressively or assertively might appear. What would they say? What might they do? How would they hold themselves? What kind of facial expression would they have? Note your thoughts in the table below. There are some ideas on the right to get you started.

<p>PASSIVE I'm not important You're important</p>	<p>ASSERTIVE I'm important You're important</p>	<p>AGGRESSIVE I'm important You're not important</p>

- shout call names hold breath
- clench fists threaten hit
- verbally hurt listen explain your point
- hold eye gaze persistence calm
- polite don't argue cry mumble
- ignore what others say moan whimper
- bite person's head off wince snap
- condescending tone talking over others
- apologising interrupting
- saying "I'll be fine" when you don't mean it
- firm tone let others make decisions