

COMMUNICATION STYLES

PASSIVE

See self as victim
Indirect
Avoid eye contact
"I lose-You win"
Feel inferior
Prematurely apologetic
Feel hopeless
Feel helpless
Soft voice
View others as more important
Low self-esteem
Whining
Emotionally dishonest
Manipulative
Passive-aggressive
Avoid direct confrontation
Poor posture
Poor boundaries
Poor limit-setting
"People-pleasers"
Indecisive
Use "You statements"
Resentful
Don't expect needs to be met
Chronic anger
Feel taken advantage of
Feel controlled
More prone to health problems
Anxious
"Poor me"

ASSERTIVE

Self-assured
Direct
Good eye contact
"I win-You win"
Feel equal
Feel hopeful
Feel secure
Calm & Firm voice
View all as equally important
High self-esteem
Emotionally honest with respect for self & others
Non-defensive
Compromise
Meet confrontation head-on
Erect posture
Appropriate boundaries
Appropriate limits
Takes responsibility for emotions & actions
Able to give consequences
Decisive
Use "I statements"
Negotiate & expect needs to be met *without* abusing others
Feel in control
Confident
Considerate of others

AGGRESSIVE

Abusive
Abusively direct
Glaring eyes
"I win-You lose"
Feel superior
Forcefully overpowering
Loud voice
View others as less important
Low self-esteem (masked)
Emotionally honest at other's expense
Emotionally *dishonest* at other's expense
No compromise
Manipulative (to control others)
Defensive
Likes confrontation
Intimidating posture
Rigid boundaries
Ignore limits set by others
Unyielding
Avoid personal responsibility
Punish
Use "You statements" to blame others
Demands needs to be met
Labeling (name-calling)
Various forms of destructive anger directed towards others