

Communication Styles ⇒	PASSIVE	PASSIVE-AGGRESSIVE	AGGRESSIVE	ASSERTIVE
Descriptive Characteristics	<ul style="list-style-type: none"> ▪ No respect for your own rights, respect only for others' ▪ Indirect ▪ Dishonest ▪ Unclear ▪ Never say "no" ▪ Peace at any price ▪ Avoid stating needs, feelings, opinions, and making decisions ▪ Make excuses 	<ul style="list-style-type: none"> ▪ No respect for anyone's rights ▪ Punishing in a sneaky way ▪ Indirect ▪ Dishonest ▪ Hostile ▪ Hypocritical ▪ Evades issues ▪ Vengeful ▪ Manipulative ▪ Double message 	<ul style="list-style-type: none"> ▪ Respect for only your rights, no respect for others' ▪ Argumentative ▪ Hostile ▪ Selfish ▪ Hurtful ▪ Domineering ▪ Threatening ▪ Direct 	<ul style="list-style-type: none"> ▪ Respect both your rights, and the rights of others ▪ Direct ▪ Clear ▪ Honest ▪ Sincere ▪ Responsible for own actions
Non-Verbal & Verbal Aspects	<ul style="list-style-type: none"> ▪ Avoid eye contact ▪ Apologetic ▪ Slouched posture ▪ Distancing ▪ Withdrawing ▪ Mumbling ▪ Hesitant speech ▪ Low voice tone ▪ Avoid subject by becoming busy 	<ul style="list-style-type: none"> ▪ Poor eye contact ▪ Isolating posture ▪ Flip ▪ Sarcastic ▪ Ignoring ▪ Rolling of eyes 	<ul style="list-style-type: none"> ▪ Stare-down ▪ Tense body and movements ▪ Loud voice/yelling ▪ Threatening gestures ▪ Finger pointing ▪ Physical ▪ You statements 	<ul style="list-style-type: none"> ▪ Appropriate eye contact ▪ Relaxed posture and movements ▪ Comfortable voice tone ▪ I statements
How Sender Feels	<ul style="list-style-type: none"> ▪ Angry at outcome ▪ Victim ▪ Taken for granted ▪ Resentful ▪ Hurt ▪ Guilty ▪ Low Self-esteem 	<ul style="list-style-type: none"> ▪ "Gotcha" ▪ Superior ▪ May be discontent with outcome 	<ul style="list-style-type: none"> ▪ Self-righteous ▪ Important ▪ Possibly guilty because of violating others' rights ▪ Possibly isolated 	<ul style="list-style-type: none"> ▪ Respects self ▪ Confident ▪ Secure ▪ Positive self-esteem
How Receiver Feels	<ul style="list-style-type: none"> ▪ Can take advantage of sender ▪ Frustrated ▪ Angry at taking all the responsibility ▪ Pitying ▪ Avoid sender 	<ul style="list-style-type: none"> ▪ Frustrated ▪ Angry ▪ Devastated ▪ Betrayed ▪ Confused ▪ Resentful ▪ Avoid sender 	<ul style="list-style-type: none"> ▪ Hurt ▪ Embarrassed ▪ Angry ▪ Revengeful ▪ Belittled ▪ Resentful ▪ Insecure ▪ Avoid sender 	<ul style="list-style-type: none"> ▪ Respected ▪ Understood ▪ Understands ▪ Trustful ▪ Possibly frustrated because can't get own way
Implications to Others ~ What your actions say to others	<ul style="list-style-type: none"> ▪ My feelings aren't important ▪ I don't matter ▪ I am inferior 	<ul style="list-style-type: none"> ▪ I think I matter ▪ I think I am superior ▪ Only my feelings matter, but I will make you think yours do 	<ul style="list-style-type: none"> ▪ Your feelings are not important ▪ You don't matter ▪ I know I am superior 	<ul style="list-style-type: none"> ▪ We are both important ▪ We both matter ▪ I think we are equal