

Communication styles.

How do you usually respond to other people's ideas, opinions, concerns and criticisms? By identifying your communication style, you can start taking practical steps to become less passive or aggressive in your response, and be more assertive. Being assertive means that you can make yourself heard in a way which is clear, open and honest, and doesn't hurt other people's feelings. It can help lower feelings of stress, anxiety and insecurity, and help you to demonstrate that you understand everyone's needs and values are equal.

