## 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.

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#### A passive communicator

Lost amongst stronger personalities and doesn't speak up . Compliant or submissive. Can be self-deprecating.

What other people say or think is more important than their own ideas, concerns or beliefs.

"Don't worry about me"... "I don't mind" ... "Yes, okay" ... "It's up to you" ... "I don't know" ... "Maybe" ... "Sorry"

Avoids eye contact, fidgets, makes their bodies smaller, sounds hesitant, says yes when they prefer to say no.

Passive people give in to others. They **Possible** don't get their voices heard, nor do they get their needs or desires met. They can feel insecure, anxious, resentful.

#### An aggressive communicator

Overly confident with speaking up. Can be pushy, interruptive, critical, demanding, impulsive, intimidating.

Their way is the right way, and other's opinions or needs are inferior. They may blame others for mistakes.

"I'm right, you're wrong" ... This is what we're doing" ... "It's your fault" ... "You don't know what you're talking about"

Holds their posture and facial expressions in an intimidating manner. Points fingers. Fails to listen to others.

Aggressive people may become alienated from others. They tend to generate a culture of fear and hatred. They can feel stressed, angry and resentful.

### An assertive communicator

Able to express their own thoughts and feelings well, whilst also valuing, considering, and respecting others.

All involved are equal, no one is more entitled than the other, and each person is deserving of respect.

"Have you considered ...?"... "I'm sorry but no" ... "I understand your point of view, but I think/feel/believe ..."

Has relaxed, open and warm tone of voice and body language. Actively listens and asks questions to others.

Assertive people feel in control of themselves and their lives. They have healthy, equal relationships. They tend to have a higher sense of wellbeing.

# outcome

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