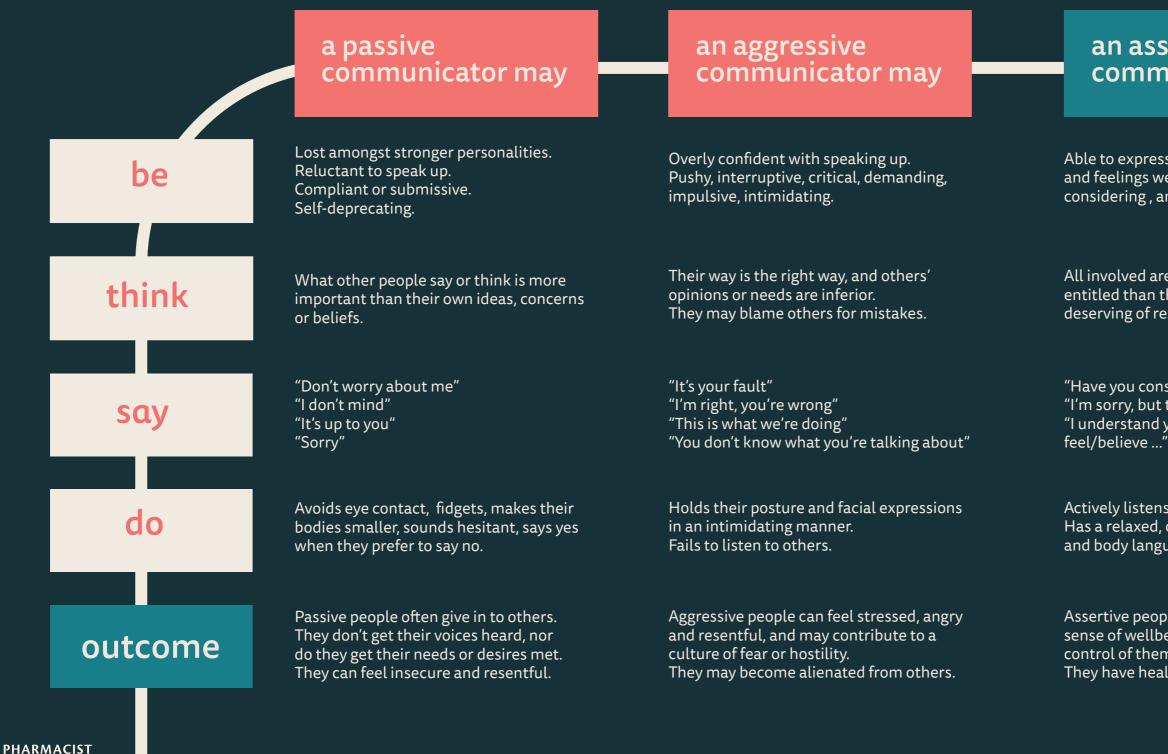
## Passive, aggressive or assertive?

## How do you usually respond to other people's ideas, opinions, concerns and criticisms?

By identifying your communication style, you can start taking steps to being more assertive in your responses. Being assertive means that you can make yourself heard clearly, openly and honestly. It can help lower stress and anxiety, and demonstrate that you understand everyone's needs and values are equal.



## an assertive communicator may

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 that's not possible because ... " "I understand your point of view, and I think/ feel/believe ..."

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

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

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