

What's your usual communication style?

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.

	a passive communicator	an aggressive communicator	a passive - aggressive communicator	an assertive communicator
may be	Lost amongst stronger personalities. Reluctant to speak up. Compliant or submissive. Self-deprecating.	Overly confident with speaking up. Pushy, interruptive, critical, demanding, impulsive, intimidating.	Passive on the surface while expressing their anger indirectly, in subtle ways. Has a fear of confrontation.	Able to express their own thoughts and feelings well, whilst also valuing, considering, and respecting others.
may think	What other people say or think is more important than their own ideas, concerns or beliefs.	Their way is the right way, and others' opinions or needs are inferior. They may blame others for mistakes.	The world is unsafe and won't be receptive to their opinions and needs. They are powerless, stuck, resentful or being manipulated.	All involved are equal, no one is more entitled than the other, and each person is deserving of respect.
may say	"Don't worry about me" "I don't mind" "It's up to you" "Sorry".	"It's your fault" ... "I'm right, you're wrong" ... "This is what we're doing" ... "You don't know what you're talking about".	"Fine, let's do it your way!" ... "As per my last email." Short answers like "Yup" and "whatever". Or mutters under breath.	"Have you considered ...?" "I'm sorry, that's not possible because ..." ... "I understand your point of view, and I think/feel/believe ..."
may do	Avoids eye contact, fidgets, makes their bodies smaller, sounds hesitant, says yes when they prefer to say no.	Holds their posture and facial expressions in an intimidating manner. Fails to listen to others.	Avoids direct conflict or tries to manipulate a situation. Rolls eyes or uses facial expressions that don't match how they feel. Uses sarcasm or silent treatment.	Actively listens and asks questions. Has a relaxed, open and warm tone of voice and body language.
outcome	Passive people often give in to others and feel insecure and resentful. They don't get their voices heard, nor do they get their needs or desires met.	Aggressive people can feel stressed, angry and resentful, and may contribute to a culture of fear or hostility. They may become alienated from others.	Can show limited consideration for the rights, needs, or feelings of others. Be seen as difficult to communicate with. Become alienated from others.	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.