




Communication Styles

	Passive	Assertive	Aggressive
Style 	<ul style="list-style-type: none"> • Does not express needs • Devalues self • Waits to be led • Whines • Fears conflict 	<ul style="list-style-type: none"> • Honest • Open & direct • Balanced • Listens 	<ul style="list-style-type: none"> • Domineering • Insisting • Win/lose • Not listening • Ego driven
Non-Verbals 	<ul style="list-style-type: none"> • Small posture • Quiet/hesitant voice • Little eye contact • Self conscious 	<ul style="list-style-type: none"> • Upright • Balanced pose • Firm, clear voice • Eye contact 	<ul style="list-style-type: none"> • Upright • Balanced pose • Firm, clear voice • Eye contact
Speech 	<ul style="list-style-type: none"> • “Sorry to bother you.” • “If you want to...” • “It’s only my opinion, but...” 	<ul style="list-style-type: none"> • “I need.....” • “I would like...” • “As I consider my options...” 	<ul style="list-style-type: none"> • “That won’t work.” • “Are you serious?” • “Your problem is..”