



**INSTRUCTIONS:** Ideally, we all want to be assertive. Highlight which of the above require some work. While reading it, you may identify other people's behaviours, understand them and see if you can communicate with them differently. Make some notes and write them in the self reflective tool ahead.

### COMMUNICATION STYLES

	ASSERTIVE	PASSIVE	AGGRESSIVE	PASSIVE AGGRESSIVE
POINT OF VIEW	I stand up for my rights and express what I feel without violating other people's rights.	I fail to express my thoughts, feelings and beliefs, or if I say anything, I do so apologetically or differently, so that they can be easily disregarded.	I stand up for my rights, thoughts & beliefs at the expense of other people's. I want to get my way and win, no matter what.	I express myself in such a way that others will not realise that I am competing with them or trying to manipulate them to get what I want.
BASIC MESSAGE	This is what I think This is how I feel This is how I see the situation	I don't count. You can take advantage of me. My feelings don't matter as much as other people's. I am helpless. The best I can hope for is that you will rescue me. I want you to take responsibility.	This is what I think. You are stupid or wrong for believing differently. This is what I want, and that's what counts – what you want isn't necessary. I must win and be in control, no matter what.	I won't tell you exactly what I think and feel, but I expect you to guess and to behave as I want you to. I want to be in control because I'm more important than you – but I don't want you to know that.
BEHAVIOUR IN CRISIS	I evaluate each situation and take the necessary action. I take responsibility, where appropriate.	I run away or give in to other people. I try to avoid conflict at all costs. I will cooperate with whoever is in charge.	I rebel or attack. I enjoy a good fight and despise weakness. I am a warrior, and I want to win at all costs. I'd rather be right than happy.	I rebel or attack indirectly or covertly. I try to find someone else to blame. I will always find a way of avoiding responsibility.
EFFECTS ON OTHERS	We respect each other and can share feedback	People disrespect me. I make them feel guilty, angry and frustrated. I like to be rescued	Other people feel hurt, defensive and humiliated by my behaviour. I don't care, and I want to win!	I cause other people to feel confused, frustrated and manipulated. But that's not my fault.
GOAL	My goal is to achieve a win-win result if possible, through direct, honest and clear communication and mutuality. I want to give and receive respect. I ask for fair play, am willing to negotiate and to leave room for compromise.	My goal is to appease other people and to avoid conflict at any cost. I don't want to take any responsibility for the outcome in any situation.	My goal is to win. I will do this by any means necessary, using force & intimidation. I will humiliate, degrade, belittle or overpower other people so that they become weaker & less able to express or defend their rights.	My goal is to win and get what I want but not to be seen to do so. I want to be as non-competitive. I avoid taking responsibility for the effect of my behaviour on others.



NOTES:

A large, empty rectangular box with a thin black border, intended for taking notes.



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