

Types of Communication

	PASSIVE	ASSERTIVE	AGGRESSIVE
BODY LANGUAGE	<ul style="list-style-type: none"> • Hunched posture • Avoid eye contact • Tremble / shakes • Withdrawn 	<ul style="list-style-type: none"> • Straight posture • Willing to make eye contact • Respectful of personal space • Alert 	<ul style="list-style-type: none"> • Overt and intense eye contact • Finger pointing • Invades personal space of others
BEHAVIOUR	<ul style="list-style-type: none"> • Behaves in ways that suit others • Difficulty saying “no” • Agrees with others • Doesn’t ask for wants • Gives in easily 	<ul style="list-style-type: none"> • Ability to set boundaries • Ability to say “no” • Good listening skills • Able to express feelings using “I feel” statements • Collaborative approach to problem solving • Clear idea of needs and wants • Willingness to negotiate • Respectful of the needs of others • Willing to compromise • Follows decisions 	<ul style="list-style-type: none"> • Blames others for own mistakes • Difficulty with appropriate boundaries • Hard to back down in an argument • Intimidating • Disrespectful of others • Gives orders • Unwilling to negotiate • Impatient to have needs met
LANGUAGE & VOICE TONE	<ul style="list-style-type: none"> • Quiet and softly spoken • Apologetic • Polite 	<ul style="list-style-type: none"> • Non-blaming language • Confident tone • Polite, respectful language • Makes requests rather than demands 	<ul style="list-style-type: none"> • Critical language • Demands rather than requests • Loud volume • Demanding of time and resources • Puts others down
EMOTIONS	<ul style="list-style-type: none"> • Scared • Nervous / fearful • Guilty 	<ul style="list-style-type: none"> • Confident • Relaxed • Proud • Self-respecting 	<ul style="list-style-type: none"> • Angry • Lonely • Insecure • Flustered • Guilty