

COMMUNICATION STYLES

<u>PASSIVE</u>	<u>ASSERTIVE</u>	<u>AGGRESSIVE</u>	<u>PASSIVE-AGGRESSIVE</u>
Self denying	Self-enhancing	Self-enhancing at others' expense	Manipulative
Inhibited	Self improving	Externalize, rationalize	Indirect
Fear/anxiety guilt	Expressive	Misplaced hostility	Dishonest
Depression/fatigue	Deals with emotions as they occur	Expression is loud, explosive	Sneaky
Nervous	Normal voice tone		Self-denying/enhancing
Does not verbally state			

Body Language:

Downcast eyes	Good eye contact	Glaring eyes	Slumped posture
Shifts weight often	Stands comfortably but firmly on two feet	Leaning forward	Rolling eyes
Slumped posture	Hands loosely at sides	Finger pointing	Pouting
Wringing hands	Strong, steady tone of voice	Raised/snickering/haughty voice tone	Nonverbals
Whining, hesitant, Giggly voice			

Means of dealing:

Hidden bargains	Face to face encounters	Tirades
Manipulation through Guilt	Confronting, dealing with situation	Put downs
Retreating, giving up	Honesty	Cutting remarks
Feels unvalued	Direct	Sarcasm
Low self-esteem	Feels good about self, Actions	Feels hurt, humiliated
		Defensive
		Mean

Results In:

High stress level	Lower stress	High stress level	Confusion
Self-deprecation	High self-esteem	Makes decisions for others	Non-achievement of goals
Nonachievement of Desired goals	Good decision-making	Achieves short-range goal by hurting others	Hurt of self & others
	May achieve desired goal	Tries to undervalue others, Lower others' self-esteem	Depreciation of others
		Does not achieve long-range goal	Unresolved conflict

Goal:

Appease others	Communicate mutually	Control others	Manipulation
Avoid conflict	Sharing commonalities		Control of situation
	Give and get respect		Avoid conflict
	Problem-solving through Negotiation/compromise		