

## Communication Styles

### Aggressive

When a person is aggressive, they express their feelings, thoughts and opinions without respect for the rights and needs of other people. The goal of aggressive behaviour is to win. It can make others feel small, overpowered or that they don't matter as people.

**(I'm OK - You're not OK)**

### Passive

When a person is passive, they do not say how they really feel or what they think. They say things in a shy way or keep apologising. Others can easily take no notice of them. This respects the rights of others, but makes them seem small and unimportant.

**(I'm not OK - You're OK)**

### Indirectly Aggressive

When a person is indirectly aggressive, they send messages (usually non-verbal) in an indirect or round about way. These can be signs of anger such as sighing, not looking at someone, or taking no notice of them. If questioned, they may say they are OK, but go on with the same body language. They may also make sarcastic or put down comments.

**(I'm not OK - You're not OK)**

### Now compare this with:

### Assertive

When a person is assertive, they express their thoughts, feelings, beliefs and opinions in a direct and honest and appropriate way. Assertiveness means respecting one's own rights and needs, **and** respecting the rights of others.

**(I'm OK - You're OK)**