

Communication Styles

Table 2-2 Comparison of Assertive, Passive, and Aggressive Communication Styles

| <i>Assertiveness (win-win position)</i> | <i>Passiveness (lose-win)</i> | <i>Aggressiveness (win-lose)</i> |
|---|---|---|
| <ul style="list-style-type: none"> • "I or me" statements • Respect personal rights and those of others • Confidence • Honesty and appropriate responses • High self-esteem • Risk taker • Says no without undue guilt or anxiety • Direct eye contact • Erect posture • Clear and normal voice tone • Congruent facial expression | <ul style="list-style-type: none"> • Puts others' needs ahead of own • "Your needs are more important than mine" • Low self-esteem • Highly anxious • Avoids conflicts • "People pleaser" • Permits others to violate rights • Difficulty expressing true or honest feelings • Apologetic • Poor eye contact • Stooped posture • Whiny voice tone • Timid body language • Difficulty saying "no," and when it occurs feels anxious and guilty • Somatic complaints, stress-related physical and mental health problems | <ul style="list-style-type: none"> • "You" and blaming statements • Meets personal needs with little regards for the rights of others • Loud • Infringes on the rights of others • Intrusive • Glaring eye contact • Intimidating • Embarrassing • Frightening |

Source: Communication Training Chapter 2,
Perry C. Hanavan, Au.D.