

You can't seriously think that it will work that way?

Aggressive Communication



WHAT YOU MIGHT HEAR

You're **crazy** if you think that will work.

Who cares what you feel. We're talking about making things work here.

I don't know **why you can't** see that this is the right way to do it.

That kind of logic is **ridiculous**.

It's going to be **my way** or not at all.

REASONS WHY PEOPLE USE AGGRESSIVE COMMUNICATION

- Want to dominate or humiliate others.
- Don't want to be dominated or humiliated by others.
- Express feelings of anger or superiority.
- Achieves what they want although it may be followed by feelings of guilt and embarrassment.
- Afraid of failure.
- Lack of confidence.
- Success in the past with aggression.
- Releases anger.
- Manipulate others.
- Don't consider the feelings of others.

POSSIBLE RESULTS OF AGGRESSIVE COMMUNICATION

- Conflict in relationships.
- Loss of self-respect.
- Lose respect of others.
- Increased stress.
- Violence from other person.
- Does not achieve desired results.
- May achieve what you want but may be followed by feelings of guilt and embarrassment.
- Others may feel hurt and resentful.
- **It's a win-lose situation.**

Assertive communication

Assertive communication involves telling others how you feel and what you want. You also need to respect the other person's opinion and be an active listener. This means following what is being said instead of guessing, mind reading or interrupting when the other person is speaking.

Are you being assertive?

Ask yourself, when I am communicating do I...

- Look confident?
- Use a firm and clear voice?
- Keep eye contact?
- Stand still and face the other person?
- Express a message that is what I really mean?
- Respond convincingly?
- Look and feel calm and relaxed?

WHAT YOU MIGHT HEAR

So what you're saying is...

I think... I feel... I believe that...

I can see that this is important to you and it is also important to me. Perhaps we can talk more respectfully and try to solve the problem.

We would both feel better about this if ...

I would appreciate it if you...

REASONS WHY PEOPLE USE ASSERTIVE COMMUNICATION

- Express a view in a considerate, thoughtful, direct and appropriate way.
- Reflect the rights, feelings and needs of others.
- Leads to getting what they want while others get what they want.
- Be respected and appreciated by others.
- Develop strong and respectful relationships.
- Build mutual respect.
- Achieve personal goals.
- Minimise hurting others.
- Feel in control of situations.
- Honest to self and others.

POSSIBLE RESULTS OF ASSERTIVE COMMUNICATION

- Unpopular for expressing feelings.
- Labelled pushy and independent.
- Could threaten or strengthen relationships.
- Perceived as in control and decisive.
- Others more likely to respect and appreciate you.
- Develop strong and respectful relationships.
- **It's a win-win situation.**

Passive Communication



WHAT YOU MIGHT HEAR

I don't care.
It doesn't matter to me.

I'll go along with whatever the group decides.

You have more experience than I do. You decide.

Nobody cares about my opinion.

I just don't know.

REASONS WHY PEOPLE USE PASSIVE COMMUNICATION

- Not wanting to upset or hurt others.
- Avoid expressing their opinion.
- Keep others happy and on side.
- Fear of disapproval or criticism.
- Out of politeness.
- Wanting to avoid an unpleasant situation or decision.
- Manipulate others.
- Unskilled in being assertive.
- Not confident.
- No opinion either way.

POSSIBLE RESULTS OF PASSIVE COMMUNICATION

- Loss of confidence and feeling of low self-worth.
- Feel angry.
- May lead to aggressive responses.
- Lose control in relationships.
- Never get own way and feel frustrated.
- Not expressing yourself as you would really like to.
- May lead to feelings of anxiety, frustration, disappointment or resentment because you didn't get what you wanted.
- **It's a lose-win situation.**