
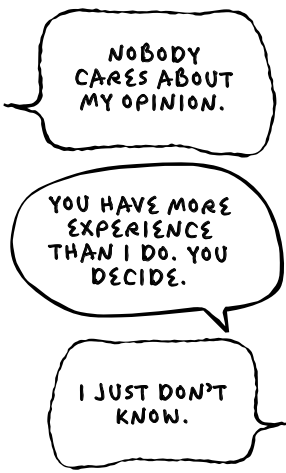
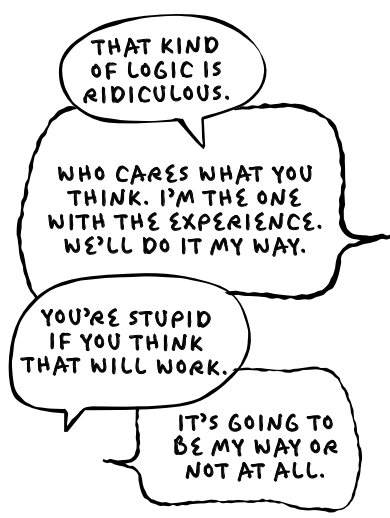


COMMUNICATION STYLES

ASSERTIVE COMMUNICATION	PASSIVE COMMUNICATION	AGGRESSIVE COMMUNICATION
What is it?		
Assertive communication involves sharing how you feel and what you want while respecting the other person's opinion. An assertive communicator is also an active listener following what is being said instead of guessing, mind reading or interrupting when the other person is speaking.	Passive communication is when people avoid expressing their opinions or feelings.	Aggressive communication is when individuals express their feelings and opinions and advocate for their needs in a way that often violates the rights of others. The communication can be verbally abusive.
What you might hear		
		
Why people use it		
<ul style="list-style-type: none"> 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. Build mutual respect. Achieve personal goals. Honest to self and others. Develop strong and respectful relationships. Minimise hurting others. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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 using this communication style		
<ul style="list-style-type: none"> Others more likely to respect and appreciate you. Develop strong and respectful relationships. Could threaten or strengthen relationships. It's a win-win situation. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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.

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