

Communication Styles	Passive	Aggressive	Passive-Aggressive	Assertive
Behaviour	<ul style="list-style-type: none"> ▪ Self denying ▪ Avoids conflict ▪ Allows others to choose ▪ Neglects own needs ▪ Intimidated by others 	<ul style="list-style-type: none"> ▪ Expressive at the expense of others ▪ Creates conflict ▪ Chooses for others ▪ Insensitive to others' feelings and wishes ▪ Intimidates others 	<ul style="list-style-type: none"> ▪ Indirect ▪ Avoids confronting real issues ▪ Allows others to choose, but lets them know objections ▪ Sarcastic and cynical ▪ Punishes others 	<ul style="list-style-type: none"> ▪ Honest and direct ▪ Willing to compromise ▪ Makes choices for self ▪ Considers others' rights and feelings ▪ Respectful of others and self
Feelings	<ul style="list-style-type: none"> ▪ Frustrated ▪ Anxious ▪ Hurt ▪ Resentful ▪ Inferior 	<ul style="list-style-type: none"> ▪ Righteous ▪ Hostile ▪ Superior ▪ Guilty later (sometimes) 	<ul style="list-style-type: none"> ▪ Resentful ▪ Feels vindicated (when obtains revenge) 	<ul style="list-style-type: none"> ▪ Feels good about self
Results	<ul style="list-style-type: none"> ▪ Does not achieve desired goal ▪ Victim for aggressor ▪ Relationships deteriorate 	<ul style="list-style-type: none"> ▪ Achieves goal by hurting others ▪ Alienates others 	<ul style="list-style-type: none"> ▪ Does not usually achieve goals ▪ Relationships deteriorate 	<ul style="list-style-type: none"> ▪ May achieve desired goal ▪ Satisfying and caring relationships
Feelings of Others	<ul style="list-style-type: none"> ▪ Pity ▪ Irritation 	<ul style="list-style-type: none"> ▪ Hurt ▪ Humiliation ▪ Defensive ▪ Anger 	<ul style="list-style-type: none"> ▪ Confusion ▪ Frustration ▪ Feels manipulated 	<ul style="list-style-type: none"> ▪ Respect ▪ Feels valued
Position	I'm not OK, You're OK	I'm OK, You're not OK	I'm not OK, You're not OK	I'm OK, You're OK