Communications Styles matrix



Behaviours

|  |  |  |  |
| --- | --- | --- | --- |
| Aggressive | Assertive | Passive | Indirect aggressive |
| * Violent
* Hitting or physically harming people
* Threaten people
* Yelling
* Shouting
* Saying nasty things
* Being bitchy
* Putting other people down
* Being sarcastic
* Talking over or interrupting other people
* Doesn’t care what other people want
 | * Dealing with other people calmly
* Making compromises
* Stating your point of view calmly
* Acknowledging how the other person feels
* Working together to find a solution
* Value what other people think and feel as well as your own thoughts and feelings
 | * Ignoring the situation
* Avoiding conflict
* Assuming that you can’t do anything to improve a situation
* Just giving in to dominant people
* Afraid to say what you want
* Value other people’s thoughts and feelings but not your own
 | * Bitching behind people’s back
* Saying you’ll do something and not doing it
* Always turning up late to classes you don’t like
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