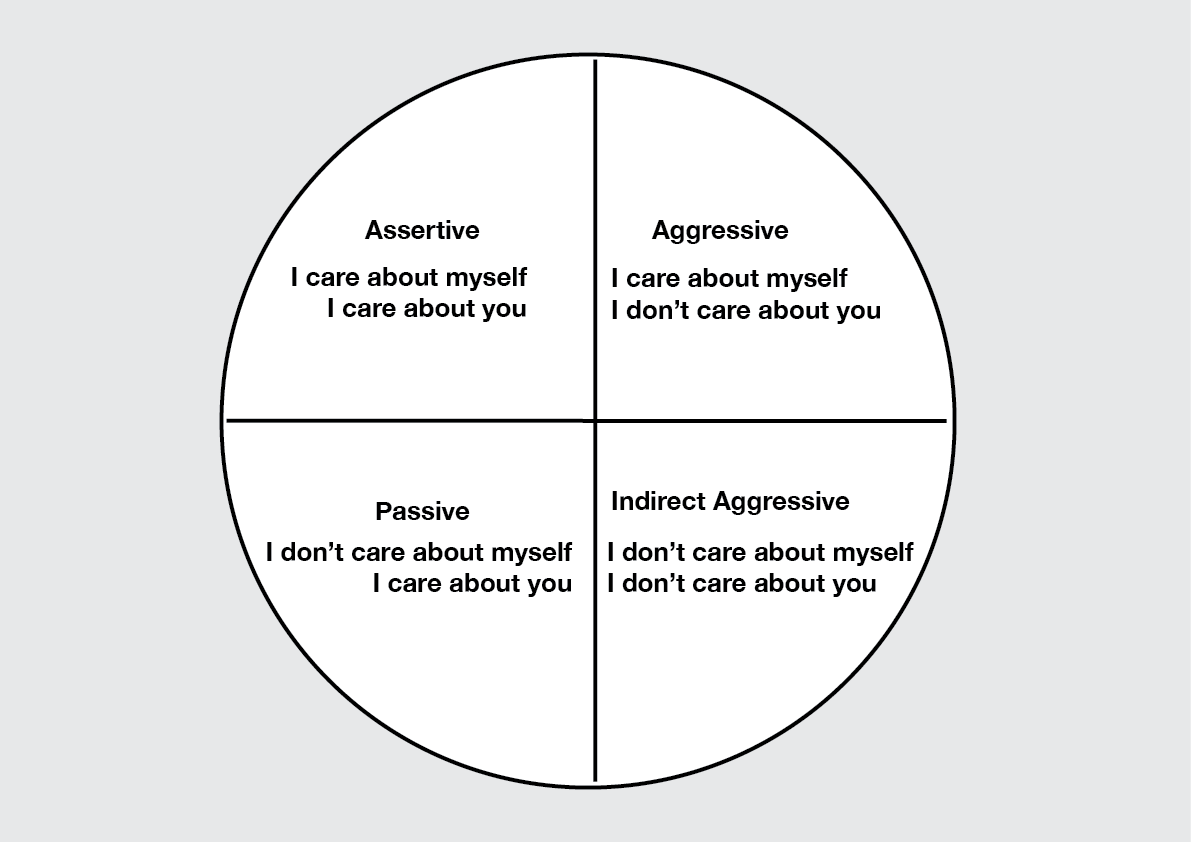
Communications Styles matrix



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 |