

Do you know your communication style?

- Aggressive
- Passive Aggressive
- Passive
- Assertive

Aggressive communicators try to get what they want with no regard for others. Words that describe them are intimidating, demanding, rude, over-bearing, hostile. Their non-verbal behavior includes: Loud, space-invading, profanity, finger-pointing, glaring, etc. This style of communication is low in respect.

Passive Aggressive communicators try to get what they want by indirect or subtle means. Words that describe them are manipulative, sarcastic, conniving, sly, underhanded. Their non-verbal behavior includes: Mismatched words compared to behavior, rolling eyes, smirk, condescending tone, etc. This style of communication is low in respect.

Passive communicators let others get what they want at their own expense. Words that describe them are doormat, yielding, overly agreeable, timid. Their non-verbal behavior includes: Quiet, lacking eye contact, soft-spoken, etc. This style of communication is low in self-respect.

Assertive communicators try to get what they want while considering others. Words that describe them are firm, flexible, fact-based, respectful. Their non-verbal behavior includes: Appropriate eye contact, kind tone of voice, smile, etc. This style of communication is respectful of self and others.

Assertive communication is the only style of communication that is grounded in mutual respect, compromise and a win-win goal. Learning to be assertive is as simple as mastering six skills and demonstrating three qualities.

Being an excellent communicator fosters success in your personal and professional life. It also promotes a drama free environment, leading to environmental well-being at home and in the workplace!



LEARN THE SKILLS OF ASSERTIVENESS

“I” STATEMENTS
SELF-DISCLOSURE
LISTENING
GIVING FEEDBACK
RECEIVING FEEDBACK
EMPATHY

PLUS
GENUINENESS
RESPECT
TIMING

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