

Communication Styles:

Assertive Communication:

The most effective and healthiest form of communication.

What does assertive communication look like?

- Creating mutually satisfying solutions;
- Communicating needs clearly and effectively;
- Caring about relationships and strives for a win/win situation when working with others;
- Knowing and respecting personal limits.



Surprisingly, assertive is the style people use least.

Passive Communication:

This form of communication is based on compliance and hopes to avoid confrontation at all costs. Behaviour in this mode includes:

- Fewer questions asked;
- Little communication is involved;
- Actions are limited.

When we communicate passively, we don't want to cause problems because we feel it is safer to simply not react to a situation in hopes that it will disappear or go unnoticed.



Aggressive Communication:

This type of communication always involves manipulation. We may attempt to make people do what we want by inducing guilt, or intimidation and control tactics. Whether our tactics are covert or overt, when we aggressively communicate, we want our needs met immediately. Aggressive behaviour does not work when establishing or developing positive relationships with people.



Understanding the four basic types of communication will help you learn how to react more effectively when confronted with a difficult person.

Passive- Aggressive Communication:

This form of communication involves a combination of styles. A passive-aggressive person avoids direct confrontation (a passive action), but attempts to get even through manipulation (aggressive).

