

# 10 Assertive, Passive, and Aggressive Communication

Assertive Behaviors	Passive Behaviors	Aggressive Behaviors
Using "I" messages to explain your feelings	Hoping the other person will guess your feelings	Using "you" messages to blame the other person
Actively listening to the person	Always listening; rarely talking	Interrupting; being sarcastic
Trying to understand the other person's feelings	Denying your own feelings; making excuses	Making fun of the other person's feelings; using name-calling
Expressing appreciation; being respectful	Criticizing yourself; always apologizing	Criticizing the other person; never giving a compliment
Seeking a compromise that does not go against either person's values	Always giving in to the other person	Always wanting your own way
Speaking clearly and confidently; making eye contact; appearing interested	Mumbling; looking away; fidgeting nervously	Yelling or refusing to talk; pointing your finger; glaring; using physical force