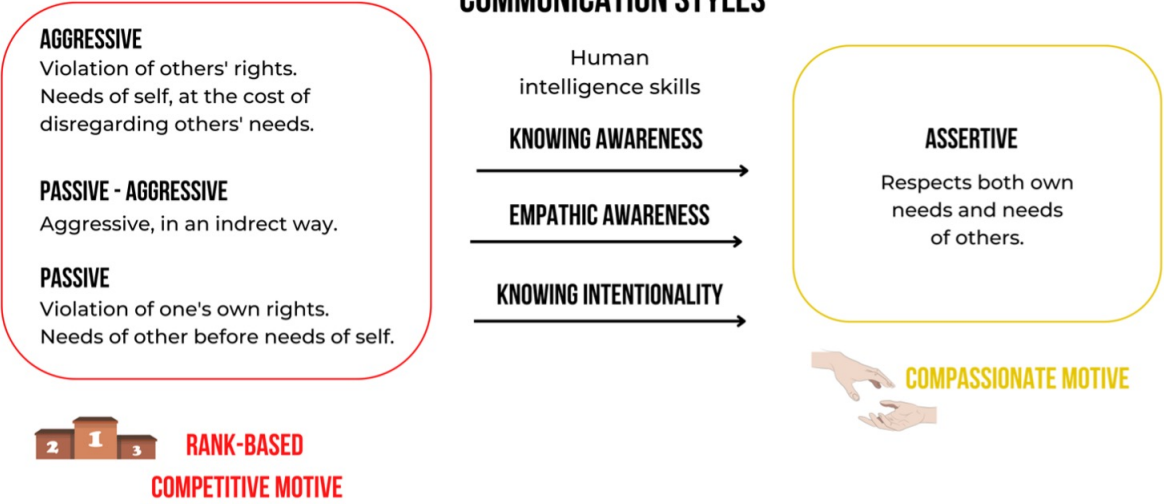


HANDOUT 10.2: DIFFERENT STYLES OF COMMUNICATION



For each of the following scenarios, come up with an aggressive, a passive and an assertive response.

Scenario	
You have bought an item from a shop which is faulty and needs to be returned. The shop assistant is questioning whether they could take it back.	
<i>Passive response</i>	
<i>Aggressive response</i>	
<i>Passive-Aggressive response</i>	

Assertive response	
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Scenario	
You are feeling a bit lonely and you want to ask a friend to come out for a drink with you.	
Passive response	
Aggressive response	
Passive-Aggressive response	
Assertive response	

Scenario	
You are in a meeting and people are concentrating on one possible solution, but you have thought of a new way that you might be able to solve the problem.	
Passive response	

<i>Aggressive response</i>	
<i>Passive-Aggressive response</i>	
<i>Assertive response</i>	

Scenario	
You are having a conflict with a partner or someone you are very close to.	
<i>Passive response</i>	
<i>Aggressive response</i>	
<i>Passive Aggressive Response</i>	
<i>Assertive response</i>	