HANDOUT 10.2: DIFFERENT STYLES OF COMMUNICATION

COMMUNICATION STYLES AGGRESSIVE Human Violation of others' rights. intelligence skills Needs of self, at the cost of disregarding others' needs. **ASSERTIVE KNOWING AWARENESS** Respects both own PASSIVE - AGGRESSIVE needs and needs **EMPATHIC AWARENESS** Aggressive, in an indrect way. of others. PASSIVE KNOWING INTENTIONALITY Violation of one's own rights. Needs of other before needs of self. **COMPASSIONATE MOTIVE RANK-BASED** COMPETITIVE MOTIVE

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.		
Passive		
response		
Aggressive		
response		
Passive-		
Aggressive		
response		

Assertive	
response	
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	
. 2560/130	

Aggressive	
response	
Passive-	
Aggressive	
response	
Assertive	
response	
Scenario	
You are having a	conflict with a partner or someone you are very close to.
Passive	
response	
,	
Aggressive	
response	
Passive	
Aggressive	
Response	
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Assertive	
response	
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