




# Communication Styles

	Assertive	Aggressive	Passive
			
Presentation	<ul style="list-style-type: none"> <li>• Firm but polite</li> <li>• Respectful of self and others</li> </ul>	<ul style="list-style-type: none"> <li>• Sarcastic</li> <li>• Know it all</li> <li>• Talks over people</li> <li>• Critical</li> <li>• Disrespectful</li> </ul>	<ul style="list-style-type: none"> <li>• Compliant</li> <li>• Timid</li> <li>• Puts self down and praises others</li> </ul>
Core belief	I'm OK, you're OK	I'm OK, you're not	You're OK, I'm not
Body language	<ul style="list-style-type: none"> <li>• Welcoming expression</li> <li>• Comfortable eye contact</li> <li>• Open posture</li> <li>• Friendly appropriate gestures</li> </ul>	<ul style="list-style-type: none"> <li>• Narrow eyes</li> <li>• Staring</li> <li>• Emotionless expression</li> <li>• Head high</li> <li>• Shoulders pushed back</li> <li>• Hands on hips</li> <li>• Makes body appear 'bigger'</li> <li>• Pointing fingers</li> <li>• Clenched fists</li> </ul>	<ul style="list-style-type: none"> <li>• Looks down</li> <li>• Poor eye contact</li> <li>• Hunched shoulders</li> <li>• Makes body appear smaller</li> <li>• Fidgety</li> <li>• Clammy</li> <li>• Hands together</li> </ul>
Other examples			