

# Communication Styles

February 2021 • Elizabeth Yopez, Registered Associate CSW - Behavioral Consultation Model (BCM) Clinician

## Tips for Assertive Communication

- ❑ Respect Yourself
- ❑ Express your thoughts and feelings calmly
- ❑ Plan what you're going to say.
- ❑ Say "No" when you need to.

### Examples of Assertive Communication

"I've been feeling frustrated about doing most of the work around the house. I understand that you're busy, but I need help. How can we make this work?"

"I'm having a hard time sleeping when your music is on. What if you use headphones or I can help you move the speakers to another room."

Sources  
Therapistaid.com



**Passive**



**Aggressive**



**Assertive**

### Passive Communication

- Person prioritizes the needs, wants, and feelings of others over their own.
- Does not express own needs or stand up for self.
- Allows others to take advantage
- Soft Spoken/Quiet
- Poor eye contact
- Lack of Confidence

### Aggressive Communication

- Expresses only their own needs, wants, and feelings. Ignoring other's needs.
- Easily Frustrated
- Speaks loud or in overbearing way
- Unwilling to Compromise
- Use of Criticism, Humiliation, and domination
- Frequently interrupts

### Assertive Communication

- Person stands up for own needs, wants, and feelings and listens/respects others needs.
- Listens without interruption
- Clearly states needs/wants
- Willing to compromise
- Confident tone & Body language
- Good Eye Contact