Styles of Communication

**Passive Communication**

This individual responds to conflict situations by avoidance. They may remove themselves from the situation by leaving, staying quiet, and concealing their feelings. They do not respond to hurtful situations and may allow themselves to be treated unfairly.

Traits of Passive Communication:

* + - Poor eye contact
    - Emotionally distant or dishonest
    - Soft spoken
    - Self-denying

**Aggressive Communication**

Aggressive communicators violate the rights of others and/or overpower conversations when expressing their own feelings and needs. They may be verbally abusive to further their own interests.

Traits of Aggressive Communication:

* + - Use of blame, accusations, domination, or sarcasm
    - Frequent interruption and failure to listen to others
    - Easily frustrated
    - Speaking in a loud or overbearing manner

**Passive-Aggressive Communication**

This term is used to describe someone who retaliates in a subtle way rather than speaking his or her mind. Someone who acts in an agreeable way but does not follow through with completing the task.

Traits of Passive-Aggressive Communication:

* + - Putting off responsibilities, “forgetting” to do things
    - Sulking- harboring resentment, anger, and blame
    - Reluctance to accept others’ suggestions
    - Fear of authority

**Assertive Communication**

This individual expresses their feelings and needs in a way that also respects the rights of others. They see themselves as on the same level as others in the conversation. They are committed to problem solving, compromise, and negotiation.

Traits of Assertive Communication

* + - Listens without interrupting
    - Clearly states needs and wants
    - Stands up for personal rights
    - Good eye contact