

# Adjusting for Life: Effective Communication

## The Four Styles of Communication

	Passive	Aggressive	Passive-Aggressive	Assertive
<b>Beliefs</b>	<p>"Don't make waves."                      "Don't disagree."                      "You have more rights than me."                      "I can't stand up for my rights."                      "I don't know what my rights are."                      "I get stepped on by everyone."                      "I'm weak and unable to take care of myself."                      "People never consider my feelings."</p>	<p>"I'm superior and right and you're inferior and wrong."                      "I'll get my way no matter what."                      "It's all your fault."                      "I react instantly."                      "I'm entitled."                      "You owe me."                      "I own you."                      "Everyone should be like me."                      "I am never wrong."</p>	<p>"I'm weak and resentful, so I sabotage, frustrate, and disrupt."                      "I'm powerless to deal with you head on so I must use guerilla warfare."                      "I will appear cooperative but I'm not."</p>	<p>"We are equally entitled to express ourselves."                      "I realize I have choices in life."                      "I can't control others but I can control myself."                      "I am responsible for getting my needs met in a respectful manner."                      "I respect the rights of others."                      "I am clear, direct, and honest."</p>
<b>Behaviors</b>	<p>Indirect                      Always agrees                      Doesn't speak up                      Hesitant                      Apologetic, self-conscious                      Trusts others, but not self                      Doesn't express wants or feelings                      Doesn't get what he or she wants                      Clams up when feeling treated unfairly                      Asks permission unnecessarily                      Complains instead of taking action                      Lets others make choices                      Has difficulty implementing plans                      Self-effacing                      Fidgets and Sighs a lot                      Nods head often; comes across as pleading                      Downcast eyes; Slumped posture</p>	<p>Close minded                      Poor listener                      Has difficulty seeing another point of view                      Interrupts                      Monopolizing                      Tries to dominate others                      criticize, blame, or attack others                      Puts others down                      Doesn't ever think they are wrong                      Moves into people's space,                      Doesn't show appreciation                      Points, shakes finger                      Frowns                      Squints eyes critically                      Glares or Stares                      Rigid posture                      Critical, loud, yelling tone of voice                      Fast, clipped speech</p>	<p>mutter to themselves rather than confront the person or issue                      has difficulty acknowledging anger                      facial expressions don't match feelings - i.e., smiling when angry                      use sarcasm                      deny there is a problem                      appear cooperative while purposely doing things to annoy and disrupt                      use subtle sabotage to get even</p>	<p>state needs and feelings clearly and respectfully                      communicate respect for others                      listen well without interrupting                      feel in control of self                      Direct and natural eye contact                      calm, clear tone of voice                      Relaxed body posture                      Does not allow others to abuse or manipulate them                      Express limits and expectations clearly                      Non-judgmental                      Trusts self and others                      Confident and Self-aware                      Open, flexible, versatile                      Playful, sense of humor                      Decisive                      Proactive, initiating</p>
<b>Results</b>	<p>Gives up being him or herself                      Builds dependency relationships                      Doesn't know where he stands                      Slowly loses self esteem                      anxious because life seems out of their control                      depressed - feels stuck/hopeless                      resentful because their needs are not being met</p>	<p>become alienated from others                      generate fear and hatred in others                      Provokes counter-aggression,                      Wastes time and energy over-supervising others                      Fosters resistance, defiance, sabotaging, striking back, forming alliances, lying, covering up</p>	<p>become alienated from those around them                      remain stuck in a position of powerlessness (like POWs)                      discharge resentment while real issues are never addressed so they can't mature</p>	<p>Increased self-esteem and self-confidence                      Increased self-esteem of others                      Feels motivated and understood                      Others know where they stand                      feel connected to others                      feel in control of their lives                      create a respectful environment for others to grow and mature</p>