

Assertive Communication

Someone who is communicating **assertively** will listen to their own needs and stand up for themselves in a calm and positive way, without insulting or offending others.

We are both important.

Your feelings are not important.

This differs from someone who is communicating **aggressively**, who will stand up for their needs, but in doing so will not regard how others are feeling, therefore negatively affecting them.

Someone who is communicating **passively** will put the needs of others before their own, choosing not to stand up for themselves and minimizing their own needs.

My feelings are not important.



If you are passive, you may:

- Hide
- Feel you have no control
- Not express your needs
- Avoid problems
- Lack eye contact

If you are assertive, you may:

- Inform
- Be in control of yourself
- Respect your own needs and the needs of others
- Be calm but firm
- Have steady eye contact

If you are aggressive, you may:

- Attack
- Try to control others
- Only focus on your own needs
- Be rude or bossy
- Roll your eyes

