

Passive, Aggressive, and Assertive Communication

Passive Communication

When using passive communication, an individual does not express their needs or feelings. Passive individuals often do not respond to hurtful situations, and instead allow themselves to be taken advantage of or to be treated unfairly.

Traits of passive communication:

- Poor eye contact
- Allows others to infringe upon their rights
- Softly spoken
- Allows others to take advantage

Aggressive Communication

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

Traits of aggressive communication:

- Use of criticism, humiliation, and domination
- Frequent interruptions and failure to listen to others
- Easily frustrated
- Speaking in a loud or overbearing manner

Assertive Communication

With assertive communication, an individual expresses their feelings and needs in a way that also respects the rights of others. This mode of communication displays respect for each individual who is engaged in the exchange.

Traits of assertive communication:

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

Relationship Conflict Resolution

Focus on the problem, not the person.

When a disagreement turns to personal insults, raised voices, or mocking tones, the conversation is no longer productive. Be careful to focus on the problem without placing blame on your partner. If a disagreement becomes personal, you should pause the conversation.

Use reflective listening.

Oftentimes during arguments we focus on getting our own point across rather than listening to our partner. Before responding to your partner, restate what they have said to you in your own words. Continue this process until your partner agrees that you understand. Next, share your side. Your partner should reflect back your ideas in their own words until they too understand. Using this technique will help both individuals feel listened to and understood, even if you disagree.

Use "I" statements.

When sharing a concern, begin your sentence with "I". For example: "I feel hurt when you don't tell me you'll be late". With this sentence format we show that we are taking responsibility for our own emotion rather than blaming our partner. The alternative sentence—"You never tell me when you're going to be late"—will often cause a partner to become defensive.

Know when to take a time-out.

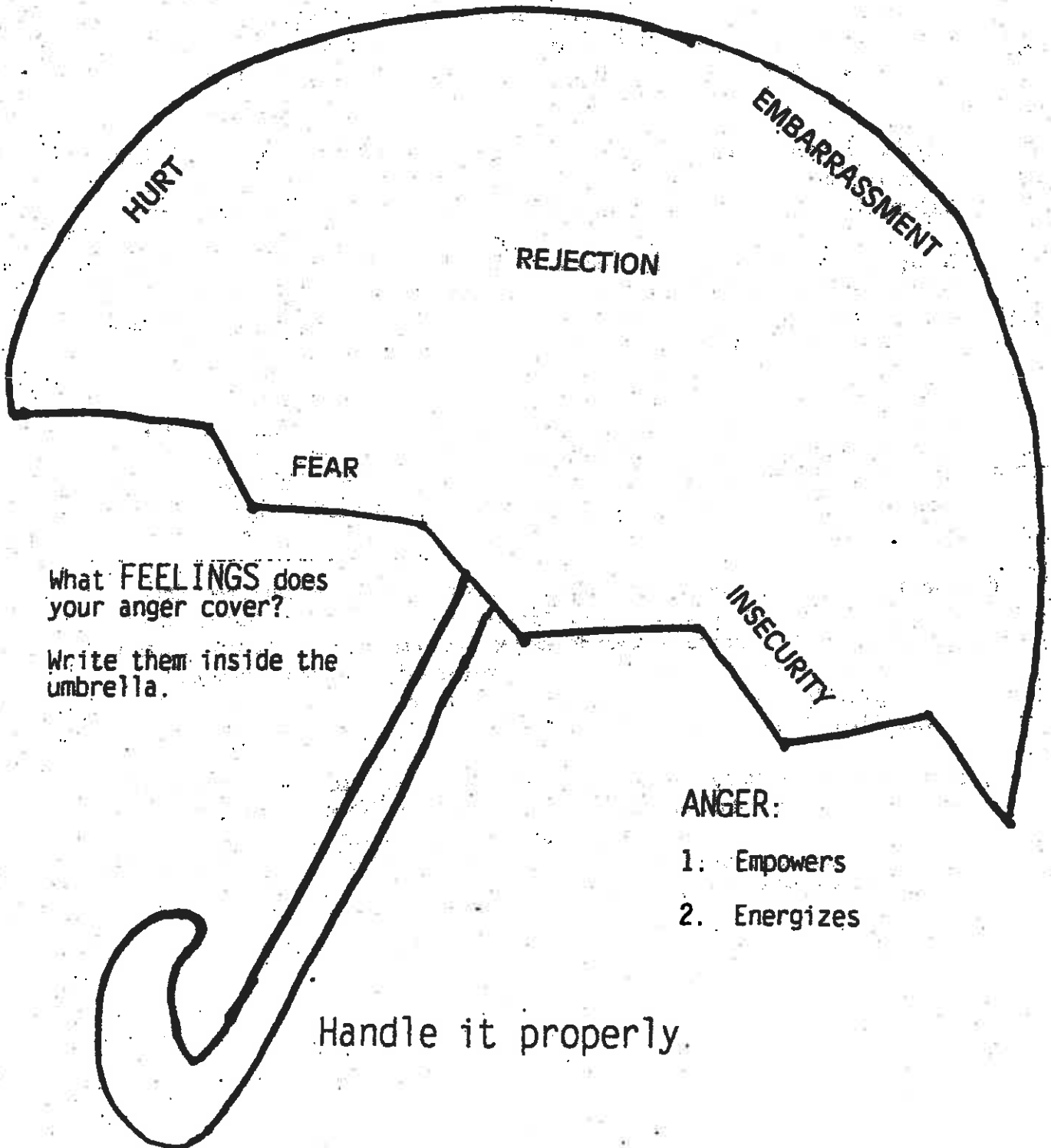
When you and your partner are becoming argumentative, insulting, or aggressive, it's a good idea to take a time-out. Have a plan in place so you or your partner can call for a break when needed. Spend some time doing something alone that you find relaxing. When you've both calmed down, you and your partner can return to solving the problem. Be sure that you do return—it isn't a good idea to leave these issues unaddressed.

Work toward a resolution.

Disagreement is a normal part of a relationship. If it becomes clear that you and your partner will not agree, focus on a resolution instead. Try to find a compromise that benefits both individuals. Ask yourself if this disagreement really matters to your relationship, and let yourself move on if not.

ANGER

"THE UMBRELLA EMOTION" - IT CAN COVER NUMEROUS FEELINGS.



What FEELINGS does your anger cover?

Write them inside the umbrella.

ANGER:

1. Empowers
2. Energizes

Handle it properly.

Positive Traits

Kind	Insightful	Sensitive
Intelligent	Funny	Organized
Hardworking	Patient	Selfless
Loyal	Realistic	Practical
Attractive	Honest	Mature
Down-to-Earth	Generous	Focused
Goofy	Modest	Courteous
Creative	Serious	Grateful
Accepting	Independent	Open-Minded
Strong	Trusting	Positive
Friendly	Resilient	Responsible
Flexible	Cheerful	Cooperative
Nurturing	Self-Directed	Frugal
Thoughtful	Reliable	Tolerant
Confident	Relaxed	Innovative
Optimistic	Listener	Balanced
Respectful	Brave	
Determined	Decisive	
Skilled	Enthusiastic	
Helpful	Forgiving	
Motivated	Humble	

Exploring My Personal Power

I feel my power when _____

And I behave in the following:

I feel least powerful when _____

And I react in the following ways:

I give away my power when _____

And then I feel _____

I use my power appropriately when I _____

And the results are:

I abuse my power when I _____

And others reacted _____

Some sources of my power are: