

ASSERTIVE, PASSIVE AND AGGRESSIVE BEHAVIORS

Ami Pre-CPASSAGG.SAND #4

	Assertive	Passive	Aggressive
Verbal/ Speech	Speech is clear & in control. Not too loud or soft. Tells the truth about what they want.	Speech is soft & not clear. Stops to think, loses place. Not clear about what they want. Keeps rephrasing.	Uses superior tone & put down words, condescending. "What are you going to do about it." Looking for a reaction.
Eyes	Looking with interest Not staring but not looking away.	Won't look directly at you, always moving.	Staring, unmoving.
Hands	May use them to talk & express but not threaten.	Biting or picking finger nails, rubbing fingers.	Making fist, pointing, fast movements.
Examples	"I am sorry you don't like my shirt, but I do." "If you raise your voice again, you will have to leave."	"Well I really don't like the shirt either, but my mother makes me wear it." "Do you think you should be yelling in front of the class?"	"Who cares what you like, it's my shirt so get lost." "If you yell again, I'll be the one to shut you up."
Results	You get what you want without guilt. Usually doesn't upset others: by using I messages: I see, I feel, I want.	Creates feelings of anger, resentment, inadequacy	Alienates others, loss of friends.