

Communication Styles

Communication Style	Communication Style			
	Nonassertive (Timid or shy)	Assertive (Strong)	Aggressive (Bossy)	
Content	often unclear nonspecific indirect	clear specific direct	nonspecific, especially in terms of outcome wanted from the other person	
Voice	soft trailing off	clear moderate in tone	usually loud, harsh	
Facial expression	avoids eye contact, eyes downcast	eye contact	glaring	
Posture	hunched over fidgety	straight comfortable	rigid tense	
Your feelings	shy anxious scared	confident self-respecting comfortable	self-righteous angry	
The other's feelings	confused unclear	respected	hurt angry	
Goal of the behavior	avoid conflict	a change in the situation; a change in the other's behavior	put the other person down	