






- Are you passive, aggressive or assertive in your communication?
- Do you know the difference?
- Does it even matter?

Let's explore the difference between **passive**, **aggressive** and **assertive** communication and provide some help tips on how to stay assertive.

Being **passive** means you 'go with the flow', you're uncomfortable to put forward your ideas or speak against those of others. Being **assertive** means you're comfortable to share your ideas and opinions with confidence, humility, and respect. Assertive communication isn't just the words you choose, its also the tone and inflection in your voice, your presence in the conversation and your body language. Assertive communication is solution focused where negotiations and compromise is part of the equation. Being **aggressive** moves from sharing to forcing your ideas and opinions, you're now using inconsiderate language, and your focus is to win at the loss of others.

 <b>Passive</b>	 <b>Assertive</b>	 <b>Aggressive</b>
<b>Doesn't voice their ideas and opinions, accepts things even when they don't agree.</b>	<b>Share ideas and opinions, able to defend their view in a balanced manner.</b>	<b>Is not willing to listen, their idea or opinion is the right one. No consideration for others.</b>
<b>What it looks like</b>		
Lack of or avoids eye contact	Makes eye contact	Eye rolling
No expression	Calm and firm expression	Forceful expression
Avoids	Engages	Seeks out
Undefined boundaries	Defined and clear boundaries	Overbearing
Seeks acceptance	Self-sufficient	Chases power
Shy	Respected	Self-absorbed
Peacekeeper	Team player	Bully
Others needs put first	All needs considered	Own needs are only considered
Aims to please others	Aims to express needs	Aims to win
<b>What is sounds like</b>		
	<b>'I' statements</b>	<b>'You' statements</b>
"I'm ok with whatever you think"	"I don't want to ....., would you consider ....."	"This is what we are doing"
"You decide"	"I appreciate your input, I'd like to explore other options before we make a final decision"	"You never listen to me"
"I'm not sure if this is a good idea, but...."	"I'd like to discuss this further to find a solution that works for the both of us" "I understand your concern and will take that into consideration"	"We are doing ....."

This short YouTube video on [Assertive vs Aggressive](#) explains the difference and explains body language, tone and inflection and active voice in written in communication.

