

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