

TEACHER BACKGROUND INFORMATION

PASSIVE, ASSERTIVE, AND AGGRESSIVE COMMUNICATION

As we learned in our last topic, Controlling Emotions, there are three different types of behavior: passive, aggressive, and assertive. These behavior types carry over into the way we communicate also.

Passive Communication Characteristics:

- Blushes when someone looks his/her way
- Agrees with EVERYONE. "Yes, you're right", and "I agree", are the only things they say.
- Buys from every door-to-door salesman
- Uses phrases like "A person I know said", or "They say"
- Takes the blame for anything that happens
- Makes others feel guilty by letting them walk all over him/her
- Apologizes often in a conversation

Ask the class how they like to be around or communicate with this type of person? Why? Give examples.

Aggressive Communication Characteristics :

- Tells others what he/she wants and then talks them into it
- Blows his/her stack when anyone disagrees
- Rams his/her opinions down other people's throats
- Demands an explanation for other people's behavior, such as "Why do you have to ..."
- Is very critical of others
- Listens by interrupting
- Must be in charge
- Likes to run over people
- Gets even with sarcasm -

Ask the class if they know anyone who is like this. How easy is it to be around them? Ask for examples.

Assertive Communication Characteristics :

- Buys only what he/she needs from door-to-door salesmen
- States his own opinion matter of factly
- Negotiates and makes compromises when needed
- Smiles frequently
- Takes credit when credit is due
- Does not need to win an argument
- Can admit it if he/she is wrong
- Cooperates well with others
- Listens when others speak

IMPLICATIONS: Of the three types, the assertive communicator is the most successful. Ask the students to explain why and to give examples.