

Identify a Passive, Assertive, and Aggressive Behavior

Write one additional example in each box of the table and answer the following questions.

	Passive	Assertive	Aggressive
Body language	<ul style="list-style-type: none"> • Turned away • Collapsed posture • No eye contact • 	<ul style="list-style-type: none"> • Facing other person • Open posture, feet solidly planted • Level, eye-to-eye contact • 	<ul style="list-style-type: none"> • Invading others' space • Crossed arms • Sulking, hostile, or bored expression •
Voice	<ul style="list-style-type: none"> • Quiet, inaudible, or quavering tone • Uncertain intonation • 	<ul style="list-style-type: none"> • Firm and audible • Clear and reasonable tone • 	<ul style="list-style-type: none"> • Muttering under breath • Insincere, hostile, bullying tone • Shouting •
Words	<ul style="list-style-type: none"> • Capitulating ("OK, whatever you want") • Excessive apologizing • Self-recriminating ("I'm such an idiot!") • 	<ul style="list-style-type: none"> • "I" statements • Makes point rationally and sticks to the point • Takes responsibility for self • 	<ul style="list-style-type: none"> • Abuse ("You're pathetic!") • Generalizations ("You never...") • Sarcasm ("Well, Mr. Perfect...") • Feigned indifference ("Whatever") • Insincere agreement ("Fine!") • Silence or grunts •

Why might assertive communication be a better option than passive or aggressive? What could be the benefits?