

Communication Styles

Passive

- Doormat
- Avoids conflict at all costs
- Refuses to address issues
- Ignores needs
- Can't say no
- "Shifter" or "Fixer"

Passive - Aggressive

- Invisible attacks
- Subtle
- Sarcastic
- Deflects and denies responsibility
- Hidden or subtle "Amplifier"

Assertive

- Confident
- Grounded
- Empowered
- Direct
- Balanced
- Able to admit faults
- Allows others to take responsibility when appropriate

Aggressive

- Brutally direct
- Deflects and denies responsibility
- Attacks and blames
- Controlling
- Overt "Amplifier"