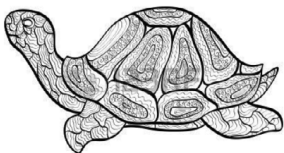


## Handout 6.2: The Three Types of Communication

Characteristics		
<p><b>Nonassertive Behavior</b></p> <ul style="list-style-type: none"> <li>• Inhibited</li> <li>• Lets others violate rights</li> <li>• Does not stand up for rights</li> <li>• Afraid of "making waves"</li> <li>• Lets others choose</li> <li>• Unconfident, nervous</li> </ul>	<p><b>Assertive Behavior</b></p> <ul style="list-style-type: none"> <li>• "I" statements</li> <li>• Expresses and asserts own rights, needs, desires</li> <li>• Stands up for legitimate rights without violating rights of others</li> <li>• Emotionally honest, direct, expressive</li> </ul>	<p><b>Aggressive Behavior</b></p> <ul style="list-style-type: none"> <li>• "You" statements</li> <li>• Expresses own rights at expense of others</li> <li>• Has inappropriate outbursts or hostile overreactions</li> <li>• Emotionally honest and direct at others' expense</li> </ul>
Feelings That Result		
<ul style="list-style-type: none"> <li>• Hurt, anxious, disappointed in self at the time and possibly angry later</li> </ul>	<ul style="list-style-type: none"> <li>• Confident, self-respecting; feels good about self and others</li> </ul>	<ul style="list-style-type: none"> <li>• Angry, then righteous; superior, resentful, possibly guilty later</li> </ul>
Effects		
<ul style="list-style-type: none"> <li>• Individual avoids unpleasant and risky situations, conflict</li> <li>• Individual feels "used," accumulates anger, feels nonvalued</li> </ul>	<ul style="list-style-type: none"> <li>• Individual feels good, validated by self and others</li> <li>• Individual experiences improved self-confidence, gets needs met; relationships are freer and more honest</li> </ul>	<ul style="list-style-type: none"> <li>• Saved-up anger "justifies" a blowup</li> <li>• Individual has emotional outbursts "to get even"</li> </ul>
 <p>Nonassertive behavior is being like a turtle: hiding and being protective to be on the "safe" side, avoidant</p>	 <p>Assertive communication is being like a wise owl: thinking rationally, standing upright, being confident, and showing wisdom without impulsivity</p>	 <p>Aggressive behavior is represented by a lion: powerful, mighty, strong, threatening, while violating the rights of others</p>