

The Conflict Solution

Handout 6.3: Comparing the Three Types of Communication

<i>Nonassertive Behavior</i>	<i>Assertive Behavior</i>	<i>Aggressive Behavior</i>
Keeps things in; doesn't speak up	Uses "I" statements	Uses "You" statements
Suppresses own rights and needs	Asserts own rights, needs, desires	Expresses own rights at expense of others
Denies need to make others like him/her or approve	Tries to get needs met while not violating rights of others	Gets needs met, but at others' expense; puts others down in the process
Permits others to infringe on his/her rights	Sets limits and priorities	Violates rights of others
Emotionally dishonest, indirect, inhibited, approval seeking	Confident, calm, secure	Honest without tact; bluntly direct; self-righteous
Self-denying	Chooses for self	Chooses for others
<i>Emotional Costs of Nonassertion</i>	<i>Emotional Benefits of Assertion</i>	<i>Emotional Costs of Aggression</i>
Feels hurt, anxious, afraid of others' reactions	Is confident, self-respecting; feels good about self	Feels angry, indignant, righteous
Self-blame	Self-affirmation	Blame, criticism, and judgment of others
<i>Payoffs of Nonassertion</i>	<i>Payoffs of Assertion</i>	<i>Payoffs of Aggression</i>
Does not "make waves"; avoids conflict	Relationships are open and honest	Feels as if justice has been served; feels superior to others
Shies away from taking risks	Feels satisfied about expressing self	Keeps others at a distance
Is people pleasing; avoids having others get mad at him/her	Not obligated by what people think	Might get his/her own way, despite infringing on others' rights