

## Handout 6.7: Communication Basics

Assertive Communication Enhancers	Aggressive Communication Stoppers
I don't agree with you.	That's ridiculous!
I don't think that it will work.	That will never work!
I do not think you understand.	You're not listening to me!
I don't think that it's practical.	It's just not practical!
I'd be surprised if that happened.	It's impossible.
I feel like you ignore me often.	You're never available!
That happens quite often.	That always happens!

### Aggressive Responses

Characterized by "You" statements  
Goal is to change others  
Goal is to IMPRESS  
Goal is to PROVE  
Violate others' rights  
Bossy  
Honest, but tactless  
Get even, seek revenge

### Assertive Responses

Characterized by "I" statements  
Goal is to ask for a change  
Goal is to EXPRESS  
Goal is to IMPROVE  
Stand up for others' rights  
Respectful  
Emotionally honest, but tactful  
No "tit for tat"

### REMEMBER!!!!!!

- Use "I" statements.
- Don't over-explain or over-apologize.
- Don't get sidetracked.
- Keep your goal in mind.
- Focus on the behavior, not the person.
- Describe; don't judge or evaluate.
- Another's aggression does not justify counteraggression.
- Someone else does not need to set the tone for your own behavior.
- Be generous with sincere praise and positive feedback.