

# The Three Types of Communication

## Non- Assertive Behavior

Does not express own rights

Permits others to infringe on his/her rights

Indirect, inhibited

Afraid of "making waves"

## Assertive Behavior

### Characteristics

"I" statements

Expresses and asserts own rights, needs, desires

Stands up for legitimate rights without violating rights of others

Emotionally honest, direct, expressive

### Feelings that Result

Confident, self-respecting, feels good about self at the time and later

### Effects

Feels good, valued by self and others, feels better about self

Improves self confidence needs are met, relationships are freer and more honest

## Aggressive Behavior

"You" statements

Expresses own rights at expense of others

Inappropriate outburst or hostile overreaction

Emotionally honest, direct at other's expense

Angry, then righteous, superior, resentful, possibly guilty later

Saving up anger, justifies a blow-up

An emotional outburst, "to get even"



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