

## EXERCISE 9.3: ASSERTIVENESS

### Passive/Assertive/Aggressive Behaviors Comparison

#### VERBAL BEHAVIORS

<i>Passive</i>	<i>Assertive</i>	<i>Aggressive</i>
Allow others to make decisions for you.	Speak for yourself.	Choose and speak for others.
Avoid saying what you think and feel.	Able to say what you think and feel while appreciating the view of others.	You say what you think and demand that others think and feel the same.
Use words to put yourself down or apologize for your views.	Use "I" statements; direct; no games.	Use "you" statements; blame; threats.

#### NONVERBAL BEHAVIORS

<i>Passive</i>	<i>Assertive</i>	<i>Aggressive</i>
Poor eye contact.	Good eye contact without staring.	Stare, leering, give them the "look."
Weak, whining voice tone.	Relaxed, calm, sincere voice.	Loud, demanding, yelling.
Shifting feet, poor posture.	Squarely facing the other person with confident posture.	Finger pointing, hands clenched, invading their personal space. Could also be "icy cold."

#### WHAT YOU WANT TO HAPPEN

<i>Passive</i>	<i>Assertive</i>	<i>Aggressive</i>
To give in so the other person will go away.	To have your views respected.	To change the other person's thoughts and feelings.
To have the other person like you.	To respect the thoughts and feelings of others.	To control or inspire fear in order to get your way.

### YOUR FEELINGS

<i>Passive</i>	<i>Assertive</i>	<i>Aggressive</i>
Controlled, ignored, resentful, intimidated, self-pity, stretched too thin.	Confident, understood, relief that you could voice your opinion.	Controlling, superior, justified, but afraid and anxious that the other person will assert their opinion.

### YOUR PARTNER'S FEELINGS WHEN YOU ARE:

<i>Passive</i>	<i>Assertive</i>	<i>Aggressive</i>
Loses respect for you because you can't think for yourself.	Respects your views because you state your views directly and respectfully.	Feels hurt and humiliated. Fears you. Feels frustrated and will avoid you. Building anger and resentment.

### HIGH-PROBABILITY OUTCOMES

<i>Passive</i>	<i>Assertive</i>	<i>Aggressive</i>
You never directly get what you want.	You get what you want or can negotiate some thing that you need.	You get what you want but you have to hurt someone (verbally, emotionally, physically) to get it.
The only way to get what you want is through manipulation.	Others around you like to interact with you.	Others may take revenge.
You give up, avoid others, and are often under-achieving.	Through your success, you continue to improve your communication.	You increase your level of aggressiveness to get the same results
You are constantly taken advantage of.		You "let off steam" at inappropriate targets.