

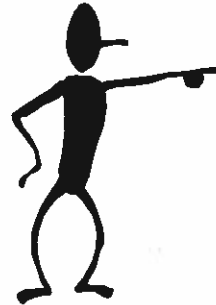
HOW TO TALK TO PEOPLE

Three Styles of Communication:

Nonassertive (passive)



Aggressive



Assertive



In order to get what you want, you must be able to tell people what you want in a way that helps them to want to listen. How you say something, or your style of communication, is very important.

Let's look at three common styles of communication and see which one is best.

Non-assertive (passive)

You are being non-assertive or passive when you:

- do not stand up for what is best for you
- do not let other people know what you need or want

- let other people decide what is best for you

When you are nonassertive or passive:

- you stand or sit slumped down
- you look at the floor and your feet
- you mumble



After being nonassertive or passive you feel bad because:

- you feel controlled by other people
- you feel little
- you feel helpless

When you are nonassertive or passive, other people see you as:

- little
- not able to make decisions
- always needing help
- childish

Being nonassertive is not a good way to communicate.

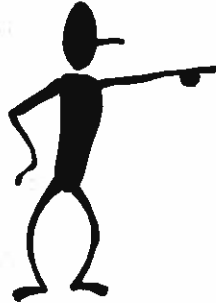
Aggressive

You are aggressive when you:

- want to win at any cost
- are pushy
- put down other people
- don't listen to or respect other people's feelings or ideas

When you are aggressive:

- you stand too close to people
- you clench your fists
- you talk too loudly or shout



After being aggressive you feel bad because:

- you feel angry
- you feel alone
- you feel people don't like you
- people avoid you

When you are aggressive other people see you as:

- a loudmouth
- a troublemaker
- childish and immature

Being aggressive is not a good way to communicate.

Assertive

You are assertive when you:

- stand up for what is best for you
- make sure other people understand what you need or want
- openly and honestly express your ideas and feelings
- respect other people's rights and ideas
- listen to other people

When you are assertive '

- you stand tall
- you look people in the eye
- you speak clearly
- you listen with interest



After being assertive you feel good because:

- you feel honest and respected
- you feel proud

When you are assertive other people see you as:

- an adult
- able to make decisions
- able to do things
- independent
- honest

Being assertive is a good way to communicate.