

FOUR BEHAVIOURS Handout 1

Aim to be assertive when expressing a need.

An assertive person is confident and clear about their needs and expresses them calmly, allows the other person time to respond respectfully, and is prepared to modify their request in the light of that response. Above all their behaviour is non-threatening and will vary according to the person they are speaking to.

Their **body language** will be open and their tone of voice is calm.

The **outcome** is satisfying for everyone involved.

Think! "This is who I am. This is what I want and I am not threatening you"

Avoid being aggressive.

An aggressive person's behaviour is intended to cause fear as a way to achieving their goal. Threatening, attacking or belittling has only limited success and separates the aggressive person from the rest of society.

Their **body language** is threatening and their tone of voice is sharp.

The **outcome** is violent.

Avoid being passive.

A passive person does not state their needs because of fear of receiving the aggressor's violence. They do what they are told rather than what they want. Often this is because they believe themselves to be an unworthy person. They rarely express their opinion.

Their **body language** is protective and their tone of voice is submissive.

The **outcome** is isolation and violence.

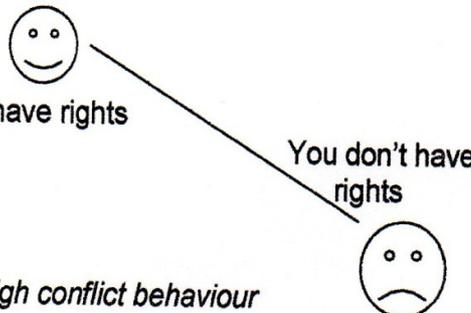
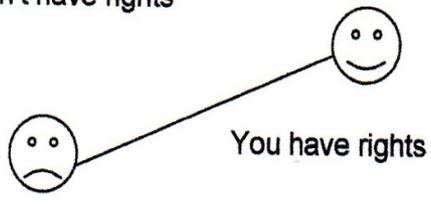
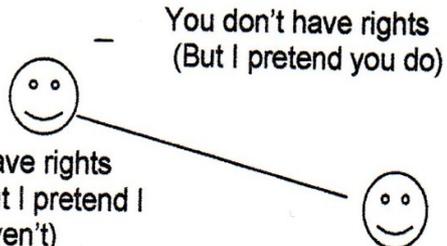
Avoid being passive aggressive.

A passive aggressive person is not openly aggressive but uses quiet and calm tactics to manipulate and control others or to sabotage their plans. The aggression may have been bottled up for some time because they have not felt safe to express their needs. The urge to be this way comes from fear of being seen to act and may be aimed at someone other than the main target out of spite.

They will be a master of **body language** and persuasiveness.

The **outcome** is underhand and violent.

FOUR BEHAVIOURS Handout 2

<p>AGGRESSIVE</p>  <p><i>High conflict behaviour</i></p>	<ul style="list-style-type: none"> • finger wagging • shouting • not listening • using sarcasm • stating opinion as facts • blaming • making assumptions • giving orders • “you’d better...” “that’s rubbish..” • interrupting • blaming
<p>PASSIVE</p>  <p><i>Avoids conflict</i></p>	<ul style="list-style-type: none"> • apologising a lot • putting yourself down • not saying what you think • not asking for what you need • agreeing to things you don't want to • backing down • quiet strained voice • fidgeting, avoiding eye contact • “I can't...” “It doesn't matter...”.”
<p>ASSERTIVE</p>  <p><i>Constructive approach to conflict – does not avoid, but works for good outcome</i></p>	<ul style="list-style-type: none"> • stating clearly what you want/feel/think • listening to the other person • acknowledging the other person's view points • able to give praise and constructive criticism • clear steady, firm speech • problem solving approach • “How about...” “Shall we...” “How would you feel if...”
<p>INDIRECT AGGRESSIVE</p>  <p><i>(Pretends to avoid conflict, but actually creates it)</i></p>	<ul style="list-style-type: none"> • doesn't say what s/he thinks, but shows it through silence, sarcasm, withholding communication/warmth • does what s/he doesn't want to do in a way designed to create discomfort in others – e.g. noisy washing up, a stony face, very brisk, efficient movements • “It's not me being unpleasant...” • replies to “what's the matter?” with “nothing”

FOUR BEHAVIOURS Handout 3

ASSERTIVE BEHAVIOUR

Level A, B

- By standing on our rights we respect ourselves and get others' respect.
- Not letting others know how we feel is a form of controlling them.
- If we don't tell others how their behaviour affects us, we are denying them an opportunity to change.
- When we do what is right for us, we feel better about ourselves and have more authentic and satisfying relationships with others.
- Everyone has the right to courtesy and respect.
- We have the right to express ourselves as long as we don't violate the rights of others.
- Much is to be gained from life by being free and able to stand up for ourselves, and also from honouring the same rights in others.
- When we are assertive, everyone involved can benefit.

To think about:

- What is the difference between "assertiveness" and "aggressiveness?"
- What is the difference between "rights" and "power?"
- Where is assertiveness appropriate and where is it not?