

There are three types of communication, and 1 hybrid type. They are:

Passive

Assertive

Aggressive

Passive-Aggressive

Most people have a primary type. Yet, they can choose other types either consciously or unconsciously. In the book by Steven Covey, he asserts that the assertive type of communication is most effective for long-term relationships; he calls this type of communication, win-win communication.

Since communication starts with the way we think or perceive any person or situation, here are some examples of the thoughts that make up each type. See if you can identify your primary type.

Passive Thoughts:

- Why do these things happen to me?
- What do I need to say in order to have them like me?
- How can I respond without hurting their feelings?

Assertive thoughts:

- What do I want from the situation/relationship? (Consider short- and long-term goals.)
- What do I think they want?
- What can I say or do to preserve both our self-esteem?

Aggressive thoughts:

- Who do they think they are?
- Why should I sit here and take this?
- What can I say to put them in their place and keep them there?

Passive/Aggressive thoughts:

- Who gave them the right to do that?
- Who said they were in charge?
- Why do people think they can control me?
- Why should I have to justify my actions to anyone?

By using the thoughts of assertive communication as a formula, you will be able to focus on your goals for the situation and relationship. This formula also helps you to remove the emotional element that is usually present when we communicate with fear or regret.

For more information: develup.biz