

COMMUNICATION STYLES HANDOUTS

VERSION 1

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COMMUNICATION STYLES

There are four well-known styles of communication: passive, aggressive, passive-aggressive, and assertive.

PASSIVE

PASSIVE PEOPLE...

- Do not like confrontation and avoid it
- Allow others to treat them poorly due to fear of confrontation
- View themselves as less important than others
- Usually want others to be right
- Might feel that using assertive communication will make others not like them and therefore reject them
- **Example:** Someone asks you for money and you give it to them even though you don't want to.

PASSIVE-AGGRESSIVE

PASSIVE-AGGRESSIVE PEOPLE...

- Want to avoid confrontation but will do what it takes to get what they want
- Use sarcasm, they are confident
- Use aggression, they are confident
- May look like forgetting someone
- Might feel angry or offend others without realizing it
- Don't want to speak to others who don't help
- **Example:** Leaving a note for someone to do something

COMMUNICATION STYLES

There are four well-known styles of communication: passive, aggressive, passive-aggressive, and assertive.

PASSIVE

PASSIVE PEOPLE...

- Do not like confrontation and will avoid it at all costs
- Allow others to treat them poorly due to fear of confrontation
- View themselves as less worthy or less important than others
- Usually want others to be right
- Might feel that using assertive communication will make others not like them and therefore reject them
- **Example:** Someone asks you for money and you give it to them even though you don't want to.

PASSIVE-AGGRESSIVE

PASSIVE-AGGRESSIVE PEOPLE...

- Want to avoid confrontation but will do what it takes to get what they want
- Use sarcasm, they are confident
- Use aggression, they often believe they are entitled
- May look like forgetting someone, making fun
- Might feel angry or offend others without realizing it
- Don't want to speak to others who don't help them accomplish
- **Example:** Leaving a note for someone to do something

AGGRESSIVE

AGGRESSIVE PEOPLE...

- Will do whatever it takes to get their needs met - even if it means hurting someone
- Are usually aggressive and sometimes physically aggressive
- Tend to look down on others and view many interactions as either winning or losing (i.e., if I don't get what I want, then I've lost)
- Tend to feel entitled and believe that they have to be aggressive to get what they want
- **Example:** "You have waiting for the last 5 minutes, now you'll be at the back of the line!"

ASSERTIVE

ASSERTIVE PEOPLE...

- Take responsibility for choices and behaviors
- Believe in everyone's right to an opinion and differing viewpoints
- Strong in disagreements but will advocate and decide for themselves how to act
- Are good at changing others' behaviors to get their way
- Look for eye contact, being direct, often, speak respectfully, friendly
- **Example:** "You're late, it's aggressive if you show up on time."

Communications Style Guide Ontario

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Social Media for Communication and Instruction in Academic Libraries Joe, Jennifer, Knight, Elisabeth, 2019-03-01 The subject of the use of social media has renewed interest because of the impact that it had on the last U S presidential election and the impact that social media networks will have on subsequent elections As guides in the information world it is thus important that librarians be well versed in social media This has called attention to the relevance and urgency of incorporating social media use into the academic library both as a marketing tool and as an instruction tool Social Media for Communication and Instruction in Academic Libraries is an essential reference source that offers guidance in using social media in academic libraries and in instruction with a special emphasis on assessment and evidence based practice Featuring research on topics such as digital libraries marketing and web analytics this book is ideally designed for librarians administrators educators managers information technology specialists professionals researchers and students

The GUI Style Guide Susan L. Fowler, Victor R. Stanwick, 1995 The GUI Style Guide provides the tools necessary for programmers to write interfaces for a variety of windowing environments All of the guidelines are useful to programmers either creating IBM mainframe applications or writing Windows applications It also explains how to take advantage of object oriented programming and fourth generation languages Contains all of the information for designing an effective GUI such as human factors color menu levels and prototyping Explains how to create an interface that makes sense to others Demonstrates similarities between various manufacturers underlying windowing environments Covers examples from all sorts of software on as many hardware platforms as possible Provides programmers with the necessary tools to write interfaces for a variety of windowing environments Includes all of the guidelines necessary for programmers to create any type of windowed application from IBM CUA mainframe to pen to Macintosh Motif NeXt and Windows systems

Intercultural Communication Elizabeth Suen, Barbara A. Suen, 2019-11-06 This text is a practical guide that provides readers with effective approaches to communication theories and strategies and offers a wealth of tools for enhancing communication both in Canada and abroad Informed by the authors intersection of cultural identities and lived experiences Intercultural Communication demonstrates how communicative practices are established and influenced within societal realms Readers understanding of culture is widened beyond discussions of race and ethnicity by critically examining factors like age familial roles sex gender socioeconomic status and disability Guided through real and complex scenarios this text explores how different social and cultural practices present implications for communication demonstrating how to manage conversations in appropriate and meaningful ways Key topics include verbal and non verbal communication cultural values self awareness and digital communications Case studies practical activities and thought provoking questions accompany each chapter helping students to explore their own attitudes and actions through self reflection This invaluable and comprehensive guide is ideal for students enrolled in intercultural communication and cross cultural communication courses including studies in business

education social work health care and law enforcement Monthly Catalogue, United States Public Documents ,1993-05

Outreach for Music Librarians Scott Stone,2019-01-01 Many music librarians are tasked with reaching out to their primary user groups but don't know how to start this process or need new ideas to spur them forward Outreach for Music Librarians is a manual designed to provide immediate practical help in the planning implementation and assessment of outreach projects This manual is divided into three sections 1 foundational principles to be kept in mind no matter the project 2 an introduction to six different outreach projects with all the information needed to implement and 3 case studies of outreach projects at four vastly different libraries While this manual is aimed at newer practitioners Outreach for Music Librarians provides such a wide breadth of information that even experienced music librarians should find new inspiration and should include it in their own collections **Monthly Catalog of United States Government Publications** ,1993

Scott's Canadian Sourcebook ,2005 *24th International Technical Communication Conference, Chicago, Illinois, May 11-14, 1977* ,1977 *The Communications Style Guide* ,2004 *Corpus Almanac & Canadian Sourcebook* ,1997

International Business and Trade Directories Richard Gottlieb,2003 **Canadiana** ,1990 Resources in Education ,1982 *Effective Business Communication* Jennifer MacLennan,1999 Canadian Books in Print 2002 Edited by Butler Marian,Marian Butler,2002-02 Containing more than 48000 titles of which approximately 4000 have a 2001 imprint the author and title index is extensively cross referenced It offers a complete directory of Canadian publishers available listing the names and ISBN prefixes as well as the street e mail and web addresses Guide pour l'élimination des entraves à la communication avec les voyageurs ayant une déficience Canadian Transportation Agency,2004 L Office des transports du Canada ci apr s l Office a pr par ce guide pour aider les transporteurs et les exploitants de terminaux a riens ferroviaires et maritimes mettre en oeuvre les dispositions du Code de pratiques l imination des entraves la communication avec les voyageurs ayant une d ficiencie ci apr s le code de communication et rendre ainsi leurs op rations plus accessibles aux personnes ayant une d ficiencie Chaque section du guide commence par noncer une prescription du code de communication suivie d une section Raison d tre qui permet de mieux comprendre les obstacles que ces crit res visent corriger Le reste de ce guide renvoie aux ressources que l on peut utiliser pour trouver des moyens efficaces pour tre plus accessible Une section sur les pratiques optimales pr sente galement des exemples de diverses organisations ou entreprises qui proposent d excellents outils de communication aux personnes ayant une d ficiencie Info Source Canada,2007 **Willing's Press Guide and Advertisers' Directory and Handbook** ,1996 **List of Documents and Publications in the Field of Mass Communication** Unesco,1977 Electronic Participation Sara Hofmann,Lieselot Danneels,Roel Dobbe,Anna-Sophie Novak,Peter Parycek,Gerhard Schwabe,Vera Spitzer,Jolien Ubacht,2025-09-24 This book constitutes the refereed proceedings of the 17th IFIP WG 8.5 International Conference on Electronic Participation ePart 2025 held in Krems Austria during August 31 September 4 2025 The 21 full papers included in this book were carefully reviewed and selected from 116

submissions The papers were organized in topical sections as follows Foundations and Frameworks of eParticipation AI and Algorithmic Systems in Public Administration Governance Collaboration and Policy Alignment Local Practices Implementation and Innovation Digital Services Usability and Citizen Interaction

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