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COMMUNICATION STYLE & PATTERNS

PASSIVE COMMUNICATION

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WHAT IS IT?

Passive communication is a way of giving power away to others. It demonstrates a consideration to other's needs and preferences while neglecting one's own needs. Passive communication is emotionally dishonest as it does not reflect true feelings. It is also self-denying as it does not allow you to get your needs met in a healthy way.

WHAT IT LOOKS LIKE...

- Difficulty making eye contact
- Poor body posture
- Inability to say no
- Words & actions are incongruent
- Denying one's own needs
- Apologetic
- Go with the flow attitude

HOW IT SOUNDS...

- "Whatever you want"
- "It doesn't matter to me"
- "As long as you're happy"



AGGRESSIVE COMMUNICATION

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WHAT IS IT?

Aggressive communication is dominant, confrontational, and often argumentative and often threatening. It is used in a way to gain power over others and so that the person can get their way. Aggressive communication is inappropriately honest, direct and often blaming. It is a way to control the situation. It is also a self-enhancing oneself at the expense of others.

WHAT IT LOOKS LIKE...

- Talks over people & interrupting often
- Making the body larger, taller, or looming over someone
- Piercing eye contact
- Poor listening & frequently interrupting
- Criticizing, intimidating, threatening, demeaning, and negating others
- Focus is on winning or being right

HOW IT SOUNDS

- "I don't care what you think"
- "It's my way or the highway"
- "Because I said so"
- "This is all your fault"
- "I'm right, you are wrong"



Communication Styles & Patterns (continued)

PASSIVE-AGGRESSIVE COMMUNICATION

PASSIVE-AGGRESSIVE COMMUNICATION

WHAT IS IT?

Passive-aggressive communication is also used to gain power over others, but is done in a more subtle, hidden often using sarcasm, backhanded compliments and jokes or jabs. This style of communication users appear passive on the surface, but within he/she may feel powerless or stuck, building up a resentment that leads to acting out in subtle, indirect, or secretive ways. Passive-aggressive communicators are most likely to communicate with body language or a lack of open communication to another person, such as giving someone the silent treatment, spreading rumors behind people's backs or sabotaging others' efforts. Passive-aggressive communicators may also appear cooperative but may silently be doing the opposite. Ultimately, passive-aggressive communicators are aware of their needs, but struggles to voice them in a healthier way.

WHAT DOES IT LOOK LIKE?

Words don't align with actions as well as facial expressions
Acting out your feelings instead of saying them
Eye Rolls
Frequent sarcasm
Ignoring or cold shoulder
Difficulty acknowledging emotions

HOW DOES IT SOUND?

"That's fine with me, but don't be surprised if someone else gets mad."
"Sure, we can do things your way" (then mutters to self that "your way" is stupid).
"It was a joke (after saying something negative about someone)
"I'm not mad" (while sighing, stomping around, etc.)
"Yes, we are good" (then gossiping about person behind their back)



ASSERTIVE COMMUNICATION

ASSERTIVE COMMUNICATION

WHAT IS IT?

Assertive communication is the middle ground between tending to one's own needs and that of others. It involves a person advocating for their own needs & desires while still demonstrating a respect for other's feelings & needs. It is an appropriately honest way of expressing self-confidence while being empathetic to all involved.

HOW IT LOOKS...

Speaking up at appropriate times
Listening to others
Demonstrating respect & empathy for others
Respectful while self-advocating
Able to set appropriate boundaries
Encourages balanced conversations
The ability to say no
The use of "I" statements
Maintains good eye contact

HOW IT SOUNDS...

"I hear what you are saying, but I think...."
"I am responsible for my own happiness"
"I respect the need & opinions of others"
"It's important to me to..."
"I feel hurt when you..."
"We all have the right to express ourselves"

