Annexure 6: Types of Behaviour

1. Passive
   a. Denies feelings, does nothing, feels hurt/frustrated but keeps quiet
   b. Allows others to choose and listens to others
   c. Does not achieve a goal

2. Aggressive
   a. Tends to be loud
   b. Denies feelings and rights of others
   c. Chooses for others
   d. Achieve goals at the expense of others

3. Passive-aggressive
   a. Alternates between passive and aggressive
   b. Causes anger and confusion in others

4. Assertive
   a. Accepts own feelings; feels good about self
   b. Makes sure that his/her feelings are heard
   c. Chooses for self
   d. May achieve a goal
   (It is important to acknowledge the ‘may’ part. You may not always get your way or resolve your conflict, but you will feel better having expressed your feelings.)

Components of Assertive Behaviour

There is a need to believe in yourself, because if you do then you not only consider your feeling but you also consider the recipients feelings.

Some of the key characteristics of assertive behaviour include:

- **Eye contact:** Look directly at the other person when you are speaking. This communicates that you are sincere about what you are saying, and that it is directed to that individual.
- **Body posture:** The seriousness of your messages to others will increase if you face the person, stand or sit appropriately close, lean towards the person, and hold your head erect. Do not use your hand or point your fingers as this is threatening.
- **Facial expression:** Effective assertions require an expression that agrees with the message. Do not smile while stating how angry you are. Conversely, do not say you are not upset, when your face expresses that you are displeased.
• Voice tone, inflection, volume: A level, well-modulated conversational statement is convincing without being intimidating. A whispered monotone seldom convinces another person that you mean business, whereas shouting increases the recipient’s defences.

• Timing: Spontaneous expression will generally be your goal, since hesitation may diminish the effect of an assertion. Judgment is necessary, however, to select an appropriate occasion. For example, you need to speak to your boss in the privacy of an office, rather than in front of a group of people where your boss may respond defensively.

• Content: What you say is important, though it often is less important than most of us generally believe. People who have for years hesitated because they ‘didn’t know what to say’ have found the practice of saying something to express their feelings at the time to be a valuable step toward greater spontaneous assertiveness. Be sure to express your own feelings and to accept responsibility for them. It is not necessary to put the other person down (aggressive) in order to express your feelings (assertive). Become aware of inflammatory words and avoid using them.

Please keep in mind that assertiveness is a choice and is the best choice.