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**Behaviour Types**

When faced with situations of differing views/potential conflict, we all have 3 main choices of behaviour we can show as below. The higher the proportion of assertive behaviour we can demonstrate, the more effective we are likely to be.

Passive

What do we mean by this?

Passive (or *‘nonassertion’)* refers to when peoples’ thought processes are as follows:

* Waiting to avoid conflict at all costs
* It can come from the belief that others are more important than you

Passive Behaviour

Characterised By:

* Failing to stand up for your rights or doing so in a way people can easily disregard them
* Not putting forward all your thoughts and feelings
* Expressing yourself in an apologetic way/using lots of words/going ‘around the houses’
* Giving in easily

Effects on you:

* Short term - Relief / Frustration / may feel hurt or upset
* Long term - Possible stress / loss of self esteem

 Effects on others, if regular:

* Initially feel sorry for you
* They may feel guilty about taking advantage
* They feel frustrated and cease to respect you
* Eventually avoid you

Aggressive

What do we mean by this?

We use the word *‘aggression’* to refer to behaviour when peoples’ thought processes are as follows:

* They believe their needs are more important than others
* They want to win / beat others at any cost.

Aggressive Behaviour

Characterised by:

* Standing up for your rights in a way that violates the rights of others
* Attacking the other person verbally
* Using sarcasm
* Shouting/raising your voice
* Not listening to the views of the other person
* Making unrealistic demands on them
* Blaming the other person for problems/mistakes for which they have not been fully responsible

Effects on you:

* Short Term - feel sense of power / glad you ‘won’
* Long Term - feel guilt or shame (may apologise) / drained of energy/stressed / mistrust others / problems with friendships/respect

Effects on others, if regular:

* May avoid you or feel hurt/humiliated
* They retaliate
* Don’t deal with you any more than have to
* Harms whole working relationship

Assertiveness

What do we mean by this?

We use the word *‘assertion’* to refer to behaviour when people’s thought processes are as follows:

* Being sensitive to the feelings of others
* Telling people when they don’t understand
* Saying ‘no’ without feeling guilty

Assertive Behaviour

Characterised by:

* Communicating simply and honestly
* Seeking first to ‘understand’
* Showing that you can see things from the other person’s viewpoint
* Saying the ‘right’ thing in the right way at the right time
* Looking for constructive solutions and giving examples
* Calmly explaining points you want to make in several different ways

Effects on others if regular:

* Others respect you
* People at all levels want to work with you
* Nobody worries about being open and honest with you because they can predict that you will behave rationally whatever the circumstance
* More productive and professional organisation