THE ART OF ASSERTIVE COMMUNICATION
The ability to express oneself in a clear, direct, and respectful manner.
Four types of communications
- Passive (P)
- Aggressive (A)
- P/A
- Assertive
Passive Communication
Agressive Communication
Passive-Aggressive Communication
Assertive Communication
Tip#1: be clear and direct about your needs and wants
Tip#2: use "I" instead of "you" language
Tip#3: be aware of body language
Tip#4: practice active listening
It is a skill!
Without communication, there is no compromise.