

ASSERTIVE VS. AGGRESSIVE VS. PASSIVE BEHAVIOR

Understanding the difference

Passive	Aggressive	Assertive
Avoids all conflict	Threatens or attacks	Stands up for yourself
Agrees despite personal feelings	Dominates and humiliates when disagreeing	Is respectful and clear when disagreeing
Apologizes for everything	Criticizes and blames	Is honest, fair and direct
Isolates themselves from groups	Controls groups	Participates in groups
You're okay but I'm not	I'm okay but you're not	I'm okay and you're okay
Slouches and withdraws	Intimidates with body language and expressions	Matches body language and expression to the message
Speaks softly or mumbles	Speaks loudly	Uses conversational tone
Avoids eye contact	Glares or stares	Makes good eye contact
Is afraid to speak up	Talks over others	Speaks openly and allows dialogue among the group

Print this chart and keep it on your desk for the next time you get confused about the difference!