



What is your personal
style at work?


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Review, reflect, take
action.

Some situations, or people, bring out the worst in us at work. Or have we just used the same communication style for so long that we don't know how to change?



Aggressive behaviour is when you stand up for yourself in such a way that the rights of the other person are violated.

It's an attempt to belittle, blame, control or punish. What we say...

"I seem to be the only one who can ..."

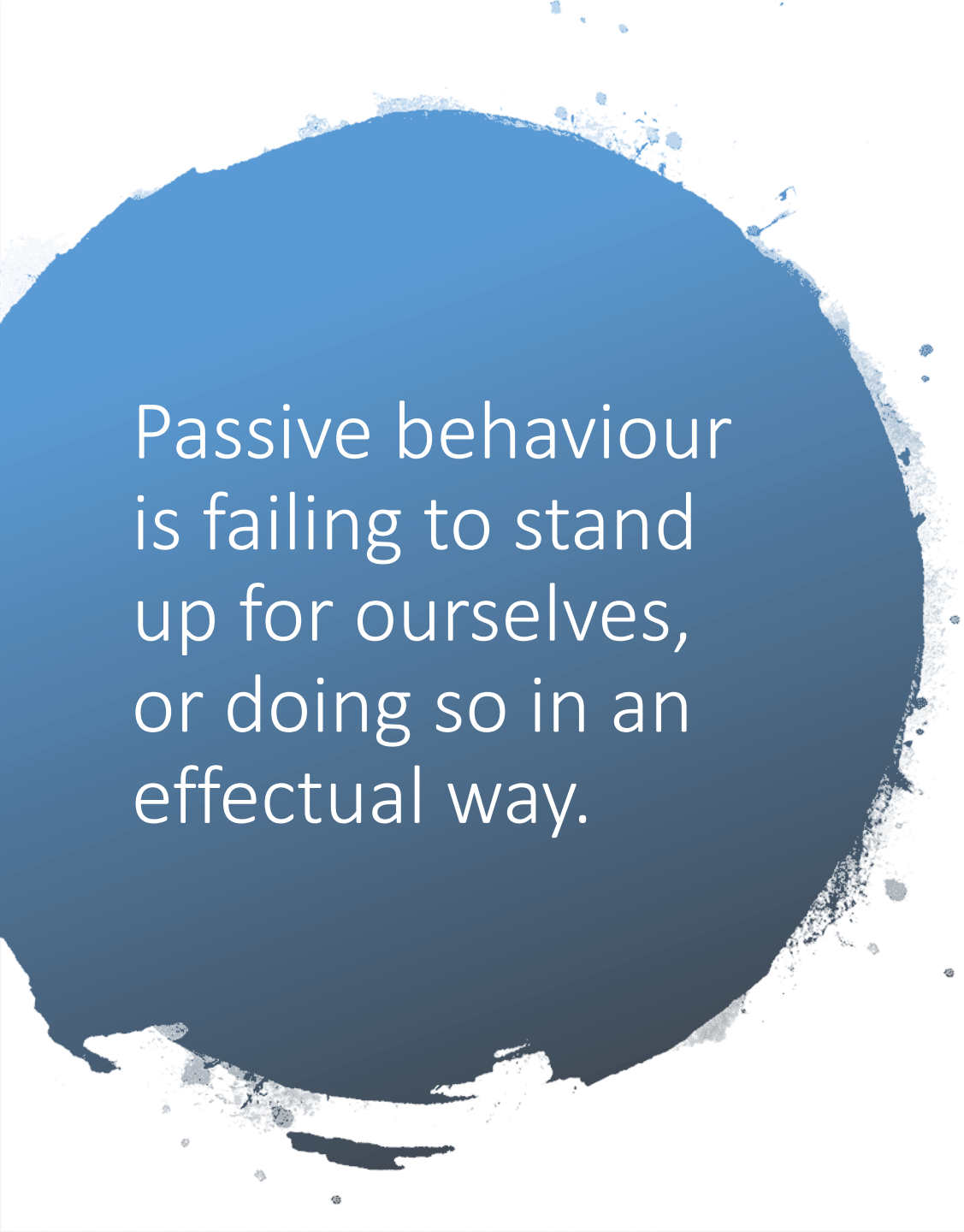
"**You** said you would do this."

"**You** created the problem."

"Why on earth did **you** do that?"

"It wouldn't have happened if **you'd** done X."

"That will never work."




Passive behaviour is failing to stand up for ourselves, or doing so in an effectual way.

“I’m terribly sorry I just don’t know how to do x.”

“I agree with you but...”

“It won’t matter what I say because you...”

“Well I suppose it’s all right...”



Passive aggressive behaviour is the indirect expression of anger or frustration.

On the surface it looks passive but in reality the person is letting their anger show.

Slamming doors

Giving someone the silent treatment.

Petulance.

Sarcasm...yes you might think it's funny, but it is a deliberate put down.

Assertion is standing up for ourselves in such a way that we respect the rights of others.

I need, I prefer, I believe...

I find, in my experience...

What do you think, how does that fit in with you?

e.g. I need to have this report finished by Friday, how does that fit in with you?

Assertion may not guarantee good behaviour in others but it the only possible starting point in an adult exchange.



Stay assertive to stand any hope of making the other person respond assertively.



I understand that you are annoyed, I understand your concern about x..



I need to talk to you about what happened yesterday



I understood that the report was going to be ready yesterday. What happened?



How about we...? Would it work if we...?

Nonverbal techniques



Focus on your body language and tone of voice even more than the words you use:



Stand up, sit up straight



Keep your expression neutral, relaxed



Keep your voice calm, even



Smile if you mean it, straight faced if its serious



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