

Communication Styles Worksheet

Name: _____ Date: _____ dd / mm / yyyy

Getting to know the communication styles. Based on the following scenarios, write down a possible response using each of the 'Passive', 'Aggressive', and 'Assertive' communication styles.

SCENARIO 1: YOUR FRIEND ASKS IF YOU COULD PICK THEM UP AND DROP THEM OFF SOMEWHERE BUT YOU HAVE A BUSY DAY AND THIS WILL BE A BIG INCONVENIENCE.

Passive:

Aggressive:

Assertive:

SCENARIO 2: YOUR BOSS ASKS IF YOU CAN STAY LATE TO COMPLETE A TASK BUT YOU'VE STAYED LATE EVERY OTHER NIGHT THIS WEEK AND HAVE PLANS AFTER WORK.

Passive:

Aggressive:

Assertive:

SCENARIO 3: A FAMILY MEMBER ASKS YOU FOR MONEY, BUT YOU DON'T FEEL COMFORTABLE LENDING IT TO THEM.

Passive:

Aggressive:

Assertive:

SCENARIO 4: YOU ARE OUT FOR BREAKFAST AND THE WAIT STAFF BRINGS YOU THE WRONG MEAL.

Passive:

Aggressive:

Assertive:

REFLECTION

To improve your communication skills, it's important to reflect on your own way of communicating. In the table below, write down the situation that occurred, your response (and its corresponding communication style), and how you could have responded better.

Situation:

Response:

Style:

Improvement:

Situation:

Response:

Style:

Improvement:

Situation:

Response:

Style:

Improvement:

Situation:

Response:

Style:

Improvement:

Situation:

Response:

Style:

Improvement: