

	PASSIVE	AGGRESSIVE	PASSIVE-AGGRESSIVE	ASSERTIVE
BEHAVIOUR	Keep quiet, don't say what you feel, need, or want. Put yourself down frequently. Apologise when you express yourself. Deny that you disagree with others or feel differently.	Express your feelings and wants as though any other view is unreasonable or stupid. Dismiss, ignore, or insult the needs, wants, and opinions of others.	Failure to meet the expectations of others through "deniable" means: forgetting, being delayed and so on. Deny personal responsibility for your actions.	Express your needs, wants, and feelings directly and honestly. Don't assume you are correct or that everyone will feel the same way. Allow others to hold other views without dismissing or insulting them.
NON-VERBAL	Make yourself small. Look down, hunch your shoulders, avoid eye contact. Speak softly.	Make yourself large and threatening. Eye contact is fixed and penetrating. Voice is loud, perhaps shouting.	Usually mimics the passive style.	Body is relaxed, movements are casual. Eye contact is frequent but not glaring.
BELIEFS	Others' needs are more important than yours. They have rights; you don't. Their contributions are valuable. Yours are worthless.	Your needs are more important and more justified than theirs. You have rights; they don't. Your contributions are valuable. Theirs are silly, wrong or worthless.	You are entitled to get your own way, even after making commitments to others. You are not responsible for your actions.	Your needs and those of others are equally important. You have equal rights to express yourselves. You both have something valuable to contribute. You are responsible for your behaviour.
EMOTIONS	Fear of rejection. Helplessness, frustration and anger. Resentment toward others who "use" you. Reduced self-respect.	Angry or powerful at the time, and victorious when you win. Afterwards remorse, guilt or self-hatred for hurting others.	Fear that you would be rejected if you were more assertive. Resentment at the demands of others. Fears of being confronted.	You feel positive about yourself and the way you treat others. Self-esteem rises.
GOALS	Avoid conflict. Please others at any expense to yourself. Give others control over you.	Win at any expense to others. Gain control over them.	Get your own way without having to take responsibility.	Both you and others keep your self-respect. Express yourself without having to win all the time. No-one controls anyone else.
COMMUNICATING WITH	Encourage their contribution through open questioning, by asking their opinions, and by drawing people into the discussion in group situations.	Pausing, or counting to ten, before responding to an outburst can help to avoid answering in an automatic, defensive, or aggressive way. Avoid argument and defensiveness and try to maintain calm and adult.	When dealing with a passive-aggressive person, be assertive and clear about your expectations. You also want to establish boundaries where needed. Make sure everything you say is factual and not emotional. Being clear and level-headed	Actively listen, look alert and don't get distracted. Control your body language – don't let your body speak for you instead of your mouth. Don't fidget, shrug your shoulders, use submissive facial expressions or body language. All of these traits signal that you lack self-confidence and could make you look apologetic. Just stand or sit still, face the person and look them in the eye while they're talking and let them finish.
TOP TIP	If know that someone tends to behave passively in a discussion or decision-making group, then take time beforehand to discuss their views with them. If you know how they feel, you can help them to express those views in the group.	Try to find areas of agreement with the other person, rather than focusing on the disagreements.	Focus on staying calm, keeping your voice neutral and holding your emotions in check. The less you react to their actions, the less control they have over you. Remind yourself that while you cannot keep a passive-aggressive person from slamming doors and pouting, you can only control your response.	Make sure you know what you want to achieve from the discussion. If you don't know this, you're not ready – so find more time to prepare. Take control by setting out the facts.