**Part one: extended response ANSWER KEY**

Both verbal communication and non-verbal communication are used when interacting with others and some forms of communication include assertive communication, passive communication, aggressive communication and passive-aggressive communication. Include the following information in your response and for each use an example/scenario to help explain. Be sure to include the appropriate body language used in addition to the discussed verbal communication.

 A definition of the term ‘communication’.

 An explanation of what ‘assertive communication means’.

 An explanation of what ‘passive communication’ means.

 An explanation of what ‘aggressive communication’ means.

 An explanation of what ‘passive-aggressive communication’ means.

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**Scenario one:** a young woman wanted help with some work. Her colleague refused and pretended that he was overwhelmed. His facial expression at the end showed that in fact he just could not be bothered.

**Question:** discuss how the young man could change his behaviour from passive aggressive to assertive. (1 mark)

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**Scenario two:** a young man jumped in front of the canteen queue to order a burger and was confronted by a young woman.

**Question:** state the behaviour the young woman used when she communicated with the young man. Explain why you chose this type of behaviour, what evidence from the video helped you come to your decision?(1 mark)

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**Scenario three:** a young man jumps in front of the canteen queue to order a burger.

**Question:** state the behaviour the young woman used when she communicated with the young man. Explain why you chose this type of behaviour, what evidence from the video helped you come to your decision?(1 mark)

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**Scenario four:** a young man met his friend and wanted to go to McDonalds but she wanted to eat somewhere else.

**Question:** state the behaviour the young woman used when she communicated with the young man. Explain whether or not you feel that this behaviour allowed her to achieve what she wanted. (1 mark)

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**Scenario five:** a young man met his friend and wanted to go to McDonalds but she wanted to eat somewhere else.

**Question:** discuss whether or not you feel that the young man behaved passively. Explain why you came to this decision, what evidence from the video helped you come to your decision? (1 mark)

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**Scenario six:** the girlfriend failed to pick up tickets that her boyfriend asked her to collect.

**Question:** the young woman reacted passively. Explain how she could have reacted in a more assertive way.(1 mark)

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**Scenario seven:** a young woman broke up with her boyfriend.

**Question:** state the behaviour the young woman used when she communicated with the young man. Explain whether or not you feel that this behaviour allowed her to achieve what she wanted. (1 mark)

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**Scenario eight:** a bully extracted money and manipulated a young man into doing homework for him after working out the young man was interested in playing on his sports team.

**Question:** explain why it may not be a good idea for the young man to continue behaving passively toward the bully. (1 mark)

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**Scenario nine:** a young woman and man had a disagreement over what movie to watch.

**Question:** state the type of behaviour the young woman displayed and the type of behaviour the young man displayed when they communicated with each other.(1 mark)

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**Scenario ten:** a young woman and man had a disagreement over what movie to watch.

**Question:** state what the young woman said to him as a way of dealing assertively with the young man’s anger and aggression. (1 mark)

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