

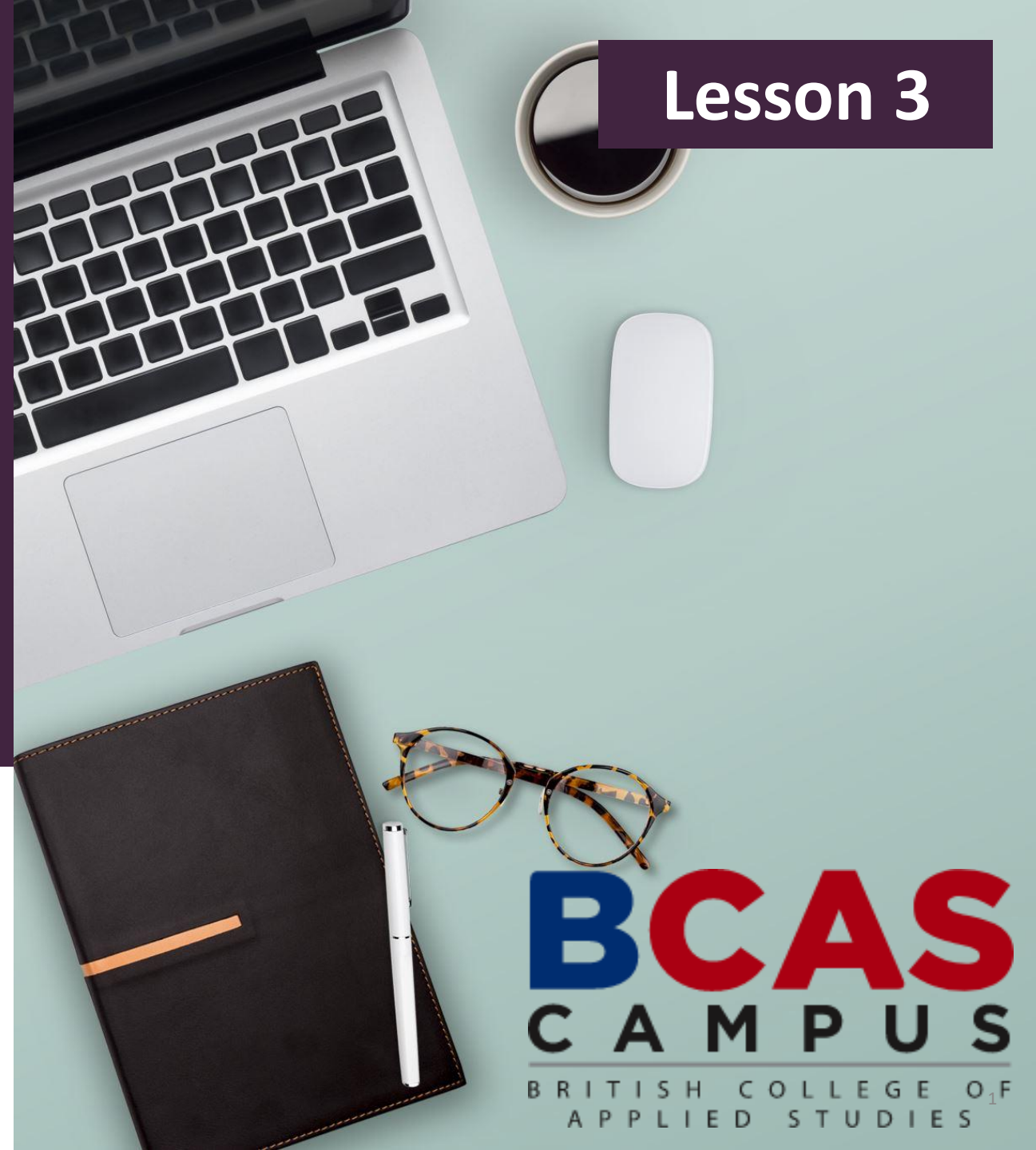
# Unit 03

## Professional Practice

**HND in Computing**

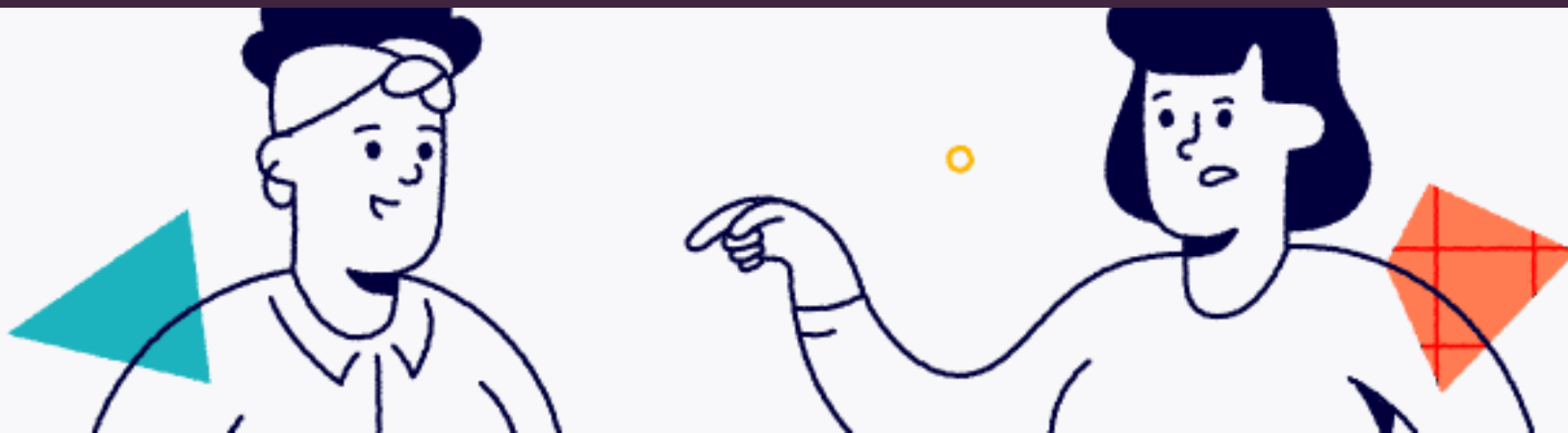
**Assessor: Mafaza Nazar**

### Lesson 3





# Communication styles



# Types of communication styles

- Assertive
- Aggressive
- Passive-Aggressive
- Submissive
- Manipulative



# Assertive

- Achieving goals without hurting others
- Protective of own rights and respects others' rights
- Making your own choices and take the responsibility to them
- Accepting compliments



**Assertive**

# Aggressive

- Willing to achieve goals at expense of others
- Demanding
- Explosive, unpredictable
- Bullying
- Frightening, threatening, loud



**Aggressive**

# Passive-Aggressive

- Indirectly aggressive
- Complaining
- Gossips
- Unreliable
- Two-faced - Pleasant to people to their faces, but poisonous behind their backs



# Submissive

- Finding difficulty in taking responsibility or decisions
- Feeling like a victim
- Blaming others for events
- Refusing compliments
- Inexpressive (of feelings and desires)



# Manipulative

- Cunning
- Controlling of others in an insidious way – for example, by sulking
- Asking indirectly for needs to be met
- Uses 'artificial' tears
- Making others feel obliged or sorry for them





# Are you Assertive?

# Am I assertive?



Read the questions  
and keep track of  
how many times  
you answer yes.

I am comfortable  
meeting new  
people in **social  
situations**.

I am able to  
**say "no"**  
without feeling  
guilty or  
anxious.

I can express  
**strong feelings**  
such as anger,  
frustration or  
disappointment.

I can easily  
**request help**  
and information  
from others.

I feel capable of  
**learning new  
things** and  
performing  
new tasks.

I am able to  
acknowledge and  
take responsibility  
for **my own  
mistakes**.

I can **discuss  
my beliefs**  
without judging  
those who don't  
agree with me.

I am able to express  
**my honest opinion**  
to others, even if they  
don't agree.

I tell others when **their  
behavior** is not  
acceptable to me.

How many times  
did you answer yes



**More than 10**  
You are consistently  
assertive and  
probably handle  
most situations well.

I can speak  
confidently in  
**group  
situations**.

I believe **my  
needs** are as  
important as  
those of others  
and should be  
considered.

**I can assert** my  
beliefs even when  
the majority  
disagrees with me.

I can **express  
anger** or  
disappointment  
without blaming  
others.

I am comfortable  
**delegating  
tasks** to others.

**I value my own  
experience** and  
wisdom.



**Less than 10**  
Learning assertive  
behavior techniques  
would boost your  
score. Read the  
article closely.

# Thank You!

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