

Managing Feedbacks

(1) Difference between Assertive & Aggressive communication.

⇒ Assertive communication is respectful, clear & firm, while aggressive communication is often hostile & can hurt feelings.

- Assertive communication expresses clearly, openly & honestly, listen to others, using a level of voice (clear), appropriate gestures etc while
- Aggressive communication includes yelling, shouting, interrupting, bullying, sarcasm, manipulating, deceiving etc.

(2) What are some example of Assertive com?

⇒ There are many example of assertive comm:-

- (1) Active listening (2) Empathy (3) clarity (4) Respect (5) confidence (6) written communication (7) adapting communication style.

(3) What are some example of Aggressive communication?

⇒ Aggressive communication have (1) Criticizing (2) Interrupting (3) Loud voice (4) Threatening (5) statement (rude) (6) Temper.