

Passive, Aggressive, or Assertive? Choose Your Communication Path

THE PASSIVE APPROACH

"Sorry, I've been swamped.
Um, I'll try to do better."

Avoids conflict but fails to address the core issue.



OUTCOME: LOST CREDIBILITY

John is cut out of the loop and perceived as unreliable.



OUTCOME: DAMAGED TRUST

This approach creates defensiveness and John is perceived as a "problem maker".



THE AGGRESSIVE APPROACH

"I'm at capacity. If this keeps being resssigned, other priorities will fall."

Expresses needs forcefully, blaming others and creating friction.



THE ASSERTIVE APPROACH

"I understand the delay has an impact... Can we align on priorities?"

Acknowledges the issue and respectfully proposes a collaborative solution.



OUTCOME: STRENGTHENED COLLABORATION

Tension decreases, trust increases, and John is perceived as a "problem solver".

