

# 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.



## THE AGGRESSIVE APPROACH

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

Expresses needs forcefully, blaming others and creating friction.



### OUTCOME: DAMAGED TRUST

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



## 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".

