

# Module 9

## Written communication

Dismissive Is showing you are disinterested in what is being said; it is the same as “brushing off” the individual. They will take this as a sign you do not care and will be less likely to come to you in the event if something happens.

Assertive : Is when you make your requests in a confident, straightforward manner.

Aggressive : Is forcing your request, opinion, or agenda on another party. It is often viewed as forceful behaviour and will generally not result in a positive interaction.

