

You use all three styles

Passive, assertive and aggressive communication behaviors can be a major part of one-on-one communication, but when a team or pod observes any of these behaviours, it can have a significant impact on the cohesiveness of the group.

When a participant is aggressive, it leads to mistrust and communication shut down. Team members plan activities covertly so they do not have to face the aggressor. Having a participant that is passive can mean the team makes assumptions on their behalf without allowing for input.

Assertive communication is the ideal and when modeled can lead to strong team communication. It also contributes to ethical leadership in the organization

Activity 3-1

What's my line?

Karen is in the photocopier room compiling several copies of a huge document needed for a team meeting this afternoon. Philip comes in and says he needs to print 50 copies of an invitation to a social club event on the weekend and starts moving paper piles and changing the photocopier settings.

For each style (passive, aggressive and assertive), what might be Karen's response?

If another team member was also in the room observing, what might be the effect on the team?

Share your information in the **Discussion 3-1: Communication Styles and Practices** topic in the Discussions area.