

Assertive and aggressive Communication

Q.1 what is the difference between assertive and aggressive communication.

assertive

aggressive

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| ① Speaks in friendly way | ① Speaks in controlling way |
| ② explain in calm and direct way | ③ explain in aggressive and selective way |

Q.2 example of assertive communication?

→ "I respect your opinion, but let's agree to disagree"

→ "I have increased my sales by 10% and I believe ~~that~~ that I deserve a raise"

Q.3 example of aggressive Communication.

→ "this is what you are doing"

→ get over it"