	Passive	Assertive	Aggressive
General	Compliant, submissive, talks little, vague non-committal communication, puts self down, praises others *"I don't mind…that's fine….yes alright"*	Actions and expressions fit with words spoken, firm but polite and clear messages, respectful of self and others *"That's a good idea, and how about if we did this too…" or "I can see that, but I'd really like..."*	Sarcastic, harsh, always right, superior, know it all, interrupts, talks over others, critical, put-downs, patronising, disrespectful of others *"This is what we're doing, if you don't like it, tough"*
Beliefs	**You're okay, I'm not** Has no opinion other than that the other person/s are always more important, so it doesn't matter what they think anyway	**I'm okay, you're okay** Believes or acts as if all the individuals involved are equal, each deserving of respect, and no more entitled than the other to have things done their way	**I'm okay, you're not** Believe they are entitled to have things done their way, the way they want it to be done, because they are right, and others (and their needs) are less important
Eyes	Avoids eye contact, looks down, teary, pleading	Warm, welcoming, friendly, comfortable eye contact	Narrow, emotion-less, staring, expressionless
Posture	Makes body smaller – stooped, leaning, hunched shoulders	Relaxed, open, welcoming	Makes body bigger – upright, head high, shoulders out, hands on hips, feet apart
Hands	Together, fidgety, clammy	Open, friendly and appropriate gestures	Pointing fingers, making fists, clenched, hands on hips
Consequences	Give in to others, don't get what we want or need, self-critical thoughts, miserable	Good relationships with others, happy with outcome and to compromise	Make enemies, upset others and self, feel angry and resentful