

Fact Sheet **Communication**



Types of Communication

Passive:

Passive communication involves disrespecting your own rights by failing to express them, often allowing another to dominate with theirs. Often get the short end of the stick

Aggressive:

Aggressive communication involves the forcing your own needs, wants, feelings and opinions onto someone else. Often disrespectful of others and their rights.

Assertive:

Assertive communication involves the mutual sharing of needs, feelings and opinions in order to reach a mutually beneficial conclusion. Each person feels heard and respected.

Tips for Communicating Assertively

- **The 'I'**

Stating what you want, how you feel and how you see the situation. Letting someone know where you stand and then allowing them time to do the same

- **Empathetic**

Putting yourself in someone else's shoes and seeing the situation from their perspective. This means openly recognising what someone has said and the means behind it.

- **Stuck Record**

This basically means repeating yourself and staying true to your needs. It helps when communicating with an aggressive communicator, standing your ground and not breaking down.

- **Discrepancy**

Clarifying what another is asking or if there is a misunderstanding. Pointing out where there are conflicts in the discussion.

- **Consequence**

Particularly when interacting with an aggressive communicator letting them know when a barrier has, or is about to be, crossed and the resulting consequences enables you to keep a discussion professional and protect yourself at the same time

- **Calm**

Remaining calm and removing emotions. By being in control of our feelings we are better able to communicate what we want and not take things in at a personal level

Zonta House Refuge Association provides support services to women who have experienced family and domestic violence, mental health issues, homelessness and other crises enabling them the opportunity to make safe and sustainable life choices. For more information or support, visit our resource page at www.zontahouse.org.au