

Facilitation Skills: Relating Skills

Communication Styles – Communication Styles Chart

	Submissive	Assertive	Aggressive
Characteristics	May be emotionally dishonest, indirect, self-denying, inhibited	Is appropriately: emotionally honest, direct, self-enhancing, expressive	Is inappropriately: emotionally honest, direct, self-enhancing at the expense of another, expressive
Your feelings when you engage in this behavior	Hurt, anxious at the time, and possibly angry later	Confident, capable, self-respecting at the time and later	Righteous, superior, powerful at the time, and possibly guilty later
The other person's feelings about self when you engage in this behavior	Guilty or superior	Valued, respected	Hurt, humiliated
The other person's feelings about you when you engage in this behavior	Pity, irritation	Generally respected	Angry, vengeful

Communications styles section adapted from:

Alberti & Emmons. (1975). *Stand Up, Speak Out, Talk Back!* New York: Pocket Books
 Katz & Lawyer. (1985). *Communication and Conflict Resolution Skills*. Dubuque, IA : Kendall/Hunt

Adapted with permission from *Soil and Water Conservation District Outreach: A Handbook for Program Development, Implementation and Evaluation*. Ohio Department of Natural Resources, Division of Soil and Water Conservation, 2003.