

Non-Verbal Behaviour

	PASSIVE	ASSERTIVE	AGGRESSIVE
Body movements	<ul style="list-style-type: none"> ◆ Hand wringing ◆ Hunching shoulders ◆ Covering mouth with hands ◆ Crossing arms for protection 	<ul style="list-style-type: none"> ◆ Open hand movements ◆ Sitting/standing upright and relaxed 	<ul style="list-style-type: none"> ◆ Finger pointing ◆ Fist clenching ◆ Striding around (impatiently) ◆ Leaning forward or over ◆ Crossing arms (unapproachable)
Eye contact	<ul style="list-style-type: none"> ◆ Evasive ◆ Looking down 	<ul style="list-style-type: none"> ◆ Firm direct eye contact without staring 	<ul style="list-style-type: none"> ◆ Trying to stare down and intimidate
Facial expression	<ul style="list-style-type: none"> ◆ 'Ghost' smiles when expressing anger or being criticised ◆ Raising eyebrows in anticipation ◆ Jaw trembling, lip biting ◆ Quick-changing features 	<ul style="list-style-type: none"> ◆ Smiling when pleased ◆ Frowning when angry ◆ Features steady ◆ Jaw relaxed 	<ul style="list-style-type: none"> ◆ Smiling may become sneering ◆ Scowling when angry ◆ Jaws set firm
Speech pattern	<ul style="list-style-type: none"> ◆ Hesitant and filled with pauses ◆ Sometimes jerking from fast to slow ◆ Frequent throat clearing 	<ul style="list-style-type: none"> ◆ Fluent, few hesitations ◆ Emphasising key words ◆ Steady even pace 	<ul style="list-style-type: none"> ◆ Fluent, few hesitations ◆ Often abrupt, clipped ◆ Emphasising blaming words ◆ Often fast
Voice	<ul style="list-style-type: none"> ◆ Often dull and monotonous ◆ Tone may be singsong or whining ◆ Over-soft or over-warm ◆ Quiet, often dropping away 	<ul style="list-style-type: none"> ◆ Steady and firm ◆ Tone is middle range, rich and warm ◆ Sincere and clear ◆ Not over-loud or quiet 	<ul style="list-style-type: none"> ◆ Very firm ◆ Tone is sarcastic, sometimes cold and harsh ◆ Hard and sharp ◆ Strident, often shouting, rising at end