

Verbal Behaviour

PASSIVE	ASSERTIVE	AGGRESSIVE
<p>Long rambling statements</p> <p>Fill in words 'Maybe', 'Er', 'Sort of'</p> <p>Frequent justifications 'I wouldn't normally say anything, only ...'</p> <p>Apologies 'I'm terribly sorry to bother you ...', 'Please excuse me, but ...'</p> <p>Unacknowledged choice 'I should', 'I ought', 'I have to'</p> <p>Qualifiers 'It's only my opinion', 'I might be wrong'</p> <p>Self-dismissal 'It's not important', 'It really doesn't matter'</p> <p>Self-putdowns 'I'm useless . . . hopeless', 'You know me'</p>	<p>'I' statements that are brief, clear and to the point 'I like', 'I feel', 'I think', 'I prefer'</p> <p>Distinction between fact and opinion 'My experience is different'.</p> <p>Suggestions without 'shoulds', 'oughts'. 'How about', 'Would you like me to . . .?'</p> <p>Constructive criticism without blame 'I feel irritated when you interrupt me'</p> <p>Seeking other's opinions 'How does this fit in with your ideas?'</p> <p>Willingness to explore other solutions 'How can we get around this problem?'</p>	<p>Excessive emphasis on 'I' 'My view is . . .', 'I think'</p> <p>Boastfulness 'I haven't got problems like you'</p> <p>Opinion expressed as fact 'That's a useless way to do it', 'Nobody wants to behave like that'</p> <p>Threatening questions 'Haven't you finished it yet?' 'Why on earth did you do it like that?'</p> <p>Threatening requests 'You'd better do that', 'I want that done or else'</p> <p>Heavy handed advice 'You should', 'You ought', 'Why don't you?'</p> <p>Blame 'You made a mess of that'</p> <p>Sarcasm 'You must be joking', 'I don't suppose you managed to do that?'</p>