

BASIC INFLUENCING STYLES

| | ASSERTIVE | AGGRESSIVE | NON-ASSERTIVE |
|------------|--|---|--|
| | Asking clearly for what you want without putting yourself or the other person down in any way. | Demanding what you want with little or no concern for the other person. | Reluctance to ask clearly for what you want. |
| THOUGHTS | <p>We are both right from our different viewpoints.</p> <p>I can get what I want.</p> <p>I don't have to be in control.</p> <p>All feelings are important - mine and others.</p> <p>I'm not out to get anybody.</p> <p>I can say what I feel.</p> <p>People don't have to change, but I can ask them to make specific changes.</p> | <p>I am right/you are wrong.</p> <p>I must get what I want.</p> <p>I must be in control.</p> <p>Other people's feelings are not important.</p> <p>I'm out to get somebody, before they get me.</p> <p>I am getting my own back.</p> <p>People must change/be different.</p> | <p>I am wrong.</p> <p>I'll never get what I want.</p> <p>I'm not in control.</p> <p>I must take care of other people's feelings.</p> <p>Somebody is out to get me.</p> <p>I'll get my own back (some day)</p> <p>I can't change.</p> |
| FEELINGS | Confidence, together with specific use of all other feelings. | Arrogance, together with non-specific use of anger, indignation, self-righteous - ness, irritation, cynicism, sarcasm, etc. | Lack of confidence, together with recurring feelings such as: Depression, Helplessness, Fear, Anxiety, Hurt, Guilt, Embarrassment, Shame, Inadequacy. |
| BEHAVIOURS | Direct, open, steady but not staring eye-contact, grounded, relaxed, firm clearer voice, expressing all feelings as appropriate, including self-doubt and anger. | Glaring, severe eye-contact, clenched fists, put-downs, judgmental, sarcastic, threats, accusations, clipped, interrupting, looking down, relentlessly demanding. | Downcast, slumped, avoiding, eye-contact, round shoulders, pleading, apologetic, nervous gestures. Hesitant, giggly, moaning, rambling, procrastination, dumb insolence, manipulation, compromising. |
| | <p>"I think ..."</p> <p>"I feel"</p> <p>"I want"</p> <p>Moving towards.</p> | <p>"You must"</p> <p>"There is no alternative ..."</p> <p>Moving against.</p> | <p>"I wonder if"</p> <p>"You'll probably think I'm silly, but"</p> <p>Moving away.</p> |