

1. Assertive Communication

Description: Clear, direct, and respectful. The speaker expresses their needs while considering others' perspectives.

Example:

"I understand we're all busy, but I need those reports by Friday to meet our deadline. Let me know if you need support to get it done."

A teacher tells a student, "I need you to focus during group work so everyone can participate and learn. Let's talk about how we can make that happen."

Share an example of this style of communication from the experiences of the SVA team.

Assertive

Appropriately
honest, direct,
self-enhancing,
expressive, self-
confident,
empathic to
emotions of
all involved.

2. Aggressive Communication

Description: Dominating, often disrespectful. Prioritizes the speaker's needs at the expense of others.

Example:

"I don't care how busy you are. I need those reports now, or there will be consequences."

A student yells, "You never let me talk!" during a class discussion, cutting off others and dominating the conversation.

Share an example of this style of communication from the experiences of the SVA team.

Aggressive

Inappropriately
honest, direct,
expressive,
attacking,
blaming,
controlling, self-
enhancing at
expense of
others.

3. Passive-Aggressive Communication

Description: Indirect with underlying resentment. Appears passive but subtly expresses frustration or disapproval.

Example:

"Oh, I didn't expect the reports today... even though I've only been asking for a week."

A staff member says, "Wow, must be nice to get help from the admin team," in a sarcastic tone after feeling unsupported.

Share an example of this style of communication from the experiences of the SVA team.

Passive Aggressive

Emotionally
dishonest,
indirect. Self-
denying at first.
Self-enhancing
at expense of
others later.

4. Passive Communication

Description: Indirect, avoids confrontation. The speaker often prioritizes others' needs over their own.

Example:

"It's okay if the reports aren't ready... I guess I'll figure something out."

A teacher agrees to join three committees even though they're overwhelmed, saying, "Sure, I'll do it," without expressing their concerns.

Share an example of this style of communication from the experiences of the SVA team.

Passive

**Emotionally
dishonest,
indirect,
inhibited,
self-denying,
blaming,
apologetic.**

What communication style(s) used by your colleagues results in your voice being shut down or diminished?

What communication style(s) used by your colleagues inspires you to use your voice

Reflect on a situation where the SVA team either diminished or uplifted the voices of staff and/or students? Consider what role communication played in this situation.