

Unit Topic: Communication

Activity Name: Lesson #3, Assertive, Aggressive, & Passive Communication

Objective/Rationale:

1. The students will be able to have a discussion on the Three Types of Communication Responses after the instructor has explained the Three Types of Communication Response chart.
2. The students will be able to use the information from the Three Types of Communication Responses chart and apply it to real life scenarios.

Time Frame: 50 minutes

Materials:

- Three Types of Communication Response Chart, page 3
- Scenario Worksheets, pages 4-6
- [Assertiveness Inventory](#)
- Group Evaluation Worksheet, page 7

Directions/Procedure:

1. Introduce the following chart of information to your class:

Three Types of Communication Chart Responses:

AGGRESSIVE	ASSERTIVE	PASSIVE
<p>Person only expresses and considers his/her own feelings, needs and desires. Other people involved feel bullied & that their feelings, needs and desires are being ignored.</p>	<p>Both parties' feelings, needs & desires are respected and considered. Assertive people stand up for what they need & believe while listening & respecting other's needs & desires.</p>	<p>Person does not express or consider their own feelings, needs and desires to please others. They do not stand up for themselves and unbeknown to the other parties involved, allow to be taken advantage of.</p>
<p>Traits of Aggressive Communication:</p> <ul style="list-style-type: none"> • Easily frustrated • Speaks in a loud or overbearing way • Unwilling to compromise • Use of criticism, humiliation, and domination • Frequently interrupts or does not listen • Disrespectful toward others 	<p>Traits of Assertive Communication:</p> <ul style="list-style-type: none"> • Listens without interruption • Clearly states needs and wants • Willing to compromise • Stands up for own rights • Confident tone/body language • Good eye contact 	<p>Traits of Passive Communication:</p> <ul style="list-style-type: none"> • Soft spoken/ quiet • Allows others to take advantage of them • Prioritizes needs of others • Poor eye contact / looks down or away • Does not express one's own needs or wants • Lack of confidence

2. After displaying (overhead projector) and briefly discussing the Three Types of Communication Response Chart with the class, put students into groups of 3.

3. Hand each group a copy of the chart, page 3 and a scenario worksheet. Appoint a member in each group to read each scenario to their group. Then as a group have them create their response for each type of communication. Provide students with the example below to get them started.

Example Scenario: *A friend asks to borrow your car. This will be a big inconvenience for you.*

- **Passive Response:** *Umm, yeah, I guess that's fine. Do you need me to fill the tank?*
- **Aggressive Response:** *No way! Why would I let you borrow my car? You're crazy to even ask.*
- **Assertive Response:** *I need my car that day, but I'll have time to drop you off.*

4. Have the students share their responses with the class.

Resources & References:

- Communication Scenarios: www.TherapistAid.com
- [Assertiveness Inventory](#)
- Lesson Plan adapted by Suzanne Glazos
- Group Work Evaluation form created by Betsy Picciano

Assessment/Evaluation:

1. The Assertiveness Inventory results
2. Group Communication Responses to Scenarios—class discussion
3. Group Work Evaluation form completed by each student

Extended Lessons:

- Bridges Communication Lessons 1 & 2

Three Types of Communication Responses

AGGRESSIVE	ASSERTIVE	PASSIVE
<p>Person only expresses and considers his/her own feelings, needs and desires. Other people involved feel bullied & that their feelings, needs and desires are being ignored.</p>	<p>Both parties' feelings, needs & desires are respected and considered. Assertive people stand up for what they need & believe while listening & respecting other's needs & desires.</p>	<p>Person does not express or consider their own feelings, needs and desires to please others. They do not stand up for themselves and unbeknown to the other parties involved, allow to be taken advantage of.</p>
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Scenario Worksheets

SCENARIO #1: Your boss asks you to stay late for the third time this week while all the other employees get to leave on time. You have plans tonight.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE

SCENARIO #2: You are waiting in line to check out at the store and someone cuts in front of you.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE

SCENARIO #3: Somebody at work is making inappropriate jokes that you find offensive.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE



Bridges Lesson Plan

SCENARIO #4: Your roommate constantly leaves his/her dirty dishes in the sink making it difficult for you to prepare your meals.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE

SCENARIO #5: You are preparing for an important exam and your best friend shows up unannounced and wants you to go out.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE

SCENARIO #6: You are out for dinner with friends and after waiting for your food for a very long time, the waiter informs you your order was never placed.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE



SCENARIO #7: You are working on a group project with 3 other people and you have just realized that 1 of the group members will not be able to meet the deadline because s/he is a chronic procrastinator.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE

SCENARIO #8: You are sharing an office with a colleague who continuously talks to you instead of doing his/her work and it is keeping you from getting your work done.

ASSERTIVE RESPONSE

AGGRESSIVE RESPONSE

PASSIVE RESPONSE



Group-Work Evaluation

Name _____

Group # _____

1. Overall, how effectively did your group work together on this assignment?

Poorly Adequately Well Very Well

2. Out of the four group members, how many participated actively most of the time?

None One Two Three All Four

3. Out of the four group members, how many were fully prepared for the activity?

None One Two Three All Four

4. Give one specific example of something you learned from the group that you probably wouldn't have learned working alone.

5. Give one specific example of something the other group members learned from you that they probably wouldn't have learned otherwise.

6. Suggest one change the group could make to improve its performance.