

Name _____ Date _____ Per. _____

Passive, Aggressive and Assertive Communication Conflict Resolution Study Guide

1. Give 4 Characteristics of each Style of Communication

a. Passive

b. Aggressive:

c. Assertive

2. Which one is most preferable? Why?

3. What are some things you can do to improve you assertiveness.

4. Describe the steps to a Win-Win conflict Resolution

i. Preparation _____

ii. Identify _____

iii. Brainstorm _____

iv. Evaluate _____

v. Decide _____

vi. Implement _____

vii. Evaluate _____

5. What is Perspective?

6. What are the three most common responses to being forced to comply by someone with more power?

7. What are the results of using a Win-Win conflict Resolution process over any other type?