



# COMMUNICATION COMPASS

## Identify your Assertive Communication Level

Effective communication requires an appropriate balance between aggression and passivity. While being passive or aggressive can both hinder communication, assertive communication strikes a balance between the two.

Assertiveness is not about forcing others to accept your opinions or actions, but rather about ensuring that your voice is heard. It requires a confident, yet respectful, approach that values both yourself and others. Even if you have no desire to climb the corporate ladder, you still want to be acknowledged and heard when you have something to say.



# ASSERTIVE COMMUNICATION

In the realm of leadership, assertive communication emerges as a pivotal skill, balancing confidence, clarity, and control to propel leaders and their teams towards success

## BUILD

Build stronger relationships with your team: When you are confident in your leadership approach, your team is more likely to respect and trust you. Trust is the foundation of all good relationships. Clear, confident and trusted communication builds cohesive and productive teams.

## DEMONSTRATE

Demonstrate your value to your organization: Assertive leaders are often seen as strong and confident. They are willing to take risks, make decisions, and stand up for their ideas. By being more assertive, you can demonstrate your value to your organization and show that you are a proactive leader who is willing to take charge and make things happen.

## ADVANCE

Advance your career: Assertive leaders are often seen as more decisive and effective. By taking a more assertive approach, you may be able to showcase your leadership skills and demonstrate that you are ready for more responsibility. This can lead to new opportunities and career advancement within your organization or in other companies.

# ASSERTIVE COMMUNICATION

Adopting a more assertive communication style will have a positive impact on how you feel about yourself and how others perceive you.



Passive communication involves a lack of self-respect, where one's own feelings, needs, and opinions are ignored or placed beneath the desires of others.

Being passive may seem like an easy way to avoid conflict or maintain relationships, but it ultimately leads to a loss of personal power as others make decisions for us.

In contrast, assertive communication involves respecting oneself and others by expressing one's thoughts and feelings directly and honestly without violating others' rights.

Conversely, aggressive communication can alienate people and create unnecessary conflicts. Assertive communication, on the other hand, allows for clear and respectful communication, leading to mutual understanding and a stronger sense of personal agency.

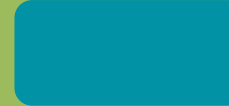
# ASSERTIVE COMMUNICATION LEVEL

## A Communication Self-discovery Quiz

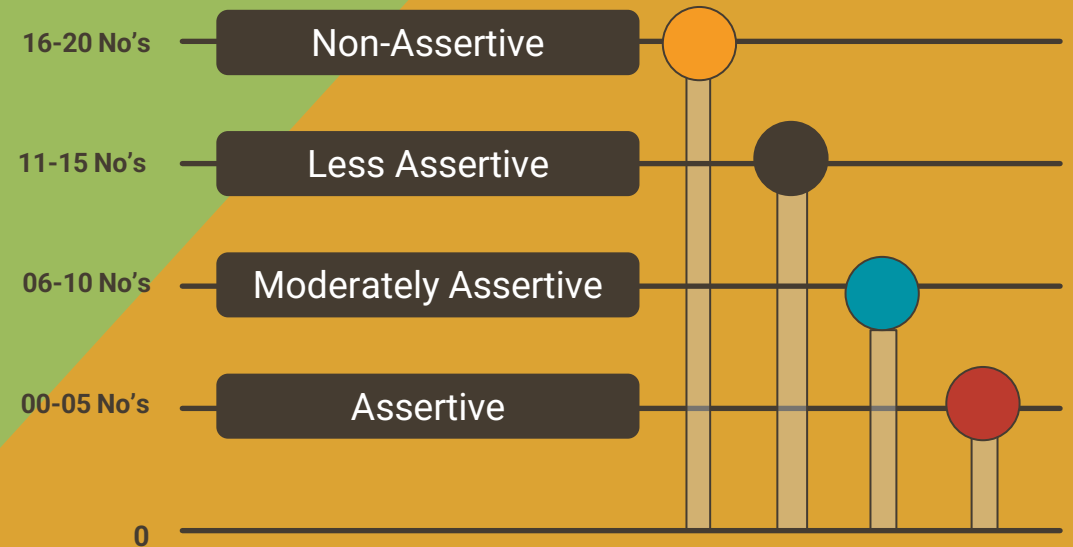
1. Do you typically look others in the eye during conversations?
2. Do you project your voice adequately when speaking?
3. Are you confident when speaking, using few filler words?
4. Can you comfortably say no to requests or assignments when needed?
5. Do you engage in conversations comfortably?
6. Can you show and explain feelings of frustration or annoyance appropriately?
7. Are you able to disagree with others when opinions differ?
8. Can you confidently defend yourself when unfairly accused or judged?
9. Do you ask insightful questions when directions are unclear?
10. Do you maintain an upright posture when conversing with others?
11. Do you feel comfortable initiating conversations in professional settings?
12. Are you able to set boundaries effectively in personal and professional relationships?
13. Can you express your needs and expectations clearly to others?
14. Do you handle criticism constructively, without becoming defensive?
15. Are you able to maintain calmness in stressful communication scenarios?
16. Do you feel at ease expressing your achievements and successes?
17. Can you express disagreement without feeling guilty or anxious?
18. Do you take the initiative to resolve conflicts or misunderstandings?
19. Are you capable of giving feedback to others in a constructive manner?
20. Do you acknowledge your own emotions and communicate them effectively?



My Score



My Level



# COMMUNICATION COMPASS

## A Communication Self-discovery Quiz



### Passive

This level is characterized by a lack of self-confidence and a tendency to place others' needs and opinions above one's own. Individuals at this level often struggle with expressing their own thoughts and feelings, leading to a loss of personal power and agency in communication. They may avoid conflict and have difficulty saying no, resulting in others making decisions for them.



### Assertive

At this level, individuals communicate their thoughts, feelings, and needs directly and honestly, while also respecting others. They balance personal needs with the needs of others. Assertive communication is marked by a strong sense of self-respect and personal agency, leading to clear and respectful interactions that foster mutual understanding and respect.



### Passive - Aggressive

People with a passive-aggressive style often express their emotions indirectly. They may appear calm but show their frustration through sarcasm, avoiding conversation, or putting off tasks. This indirect expression of their feelings can lead to confusion and irritation, as it requires others to read between the lines to understand their true sentiments. It's a communication method that can lead to misunderstanding and frustration on both ends.



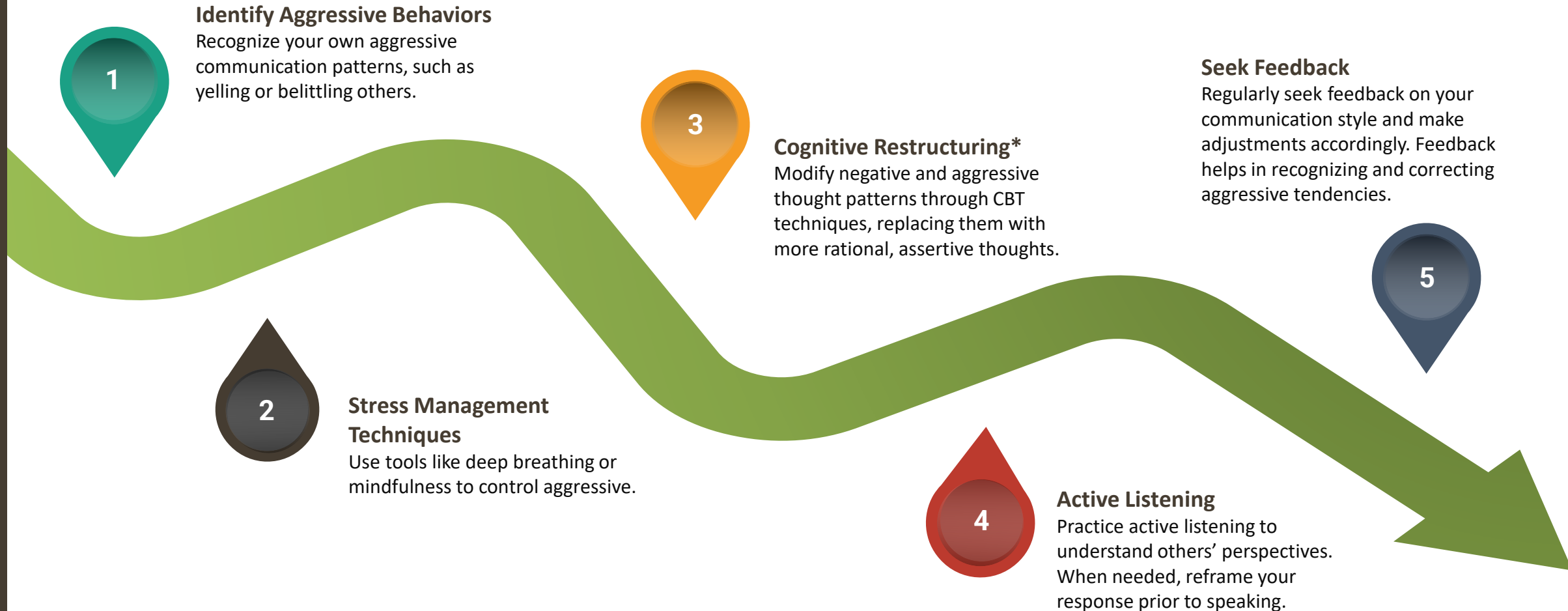
### Aggressive

This level involves communication that disregards the opinions and needs of others, often manifesting in dominating behaviors such as raised voices, trampling on others' opinions, and intimidation. Individuals at this level may believe their needs or opinions are more important than those of others, leading to conflicts and strained relationships.



# ASSERTIVE COMMUNICATION

## The Path from Aggressive to Assertive



# ASSERTIVE COMMUNICATION

## The Path from Passive to Assertive

