

|                            |                 |                         |                  |                                   |
|----------------------------|-----------------|-------------------------|------------------|-----------------------------------|
| <b>B</b>                   | <b>I</b>        | <b>N</b>                | <b>G</b>         | <b>O</b>                          |
| Voice                      | Aggressive      | Active Listening        | Eye movements    | Self Respect                      |
| Misinterpreted             | Compromise      | Unwilling to compromise | Passive          | Appearance                        |
| Telephone                  | Voice/Tone      | <b>FREE</b>             | Body Gestures    | Others needs/wants more important |
| Interrupts/does not listen | Letter Email    | Stand up for rights     | Loud/overbearing | Radio                             |
| Talking face to face       | Self Confidence | Head movements          | Lacks confidence | Good eye contact                  |

|                            |                                        |                       |                               |                                            |
|----------------------------|----------------------------------------|-----------------------|-------------------------------|--------------------------------------------|
| <b>B</b>                   | <b>I</b>                               | <b>N</b>              | <b>G</b>                      | <b>O</b>                                   |
| Non-Verbal                 | Letter<br>Email                        | Facial<br>expressions | Body<br>Movements             | Both<br>needs/wants<br>important           |
| Notes                      | Misinterpreted                         | Mirroring             | Assertive                     | Telephone                                  |
| Body<br>contact            | Soft<br>spoken/quiet                   | <b>FREE</b>           | Interrupts/does<br>not listen | Lacks<br>confidence                        |
| Unwilling to<br>compromise | Voice/Tone                             | Texts                 | Appearance                    | Others<br>needs/wants<br>more<br>important |
| Self<br>Respect            | My<br>needs/wants<br>more<br>important | Body<br>Gestures      | Confident                     | Eye<br>movements                           |

|                            |                                 |                       |               |                 |
|----------------------------|---------------------------------|-----------------------|---------------|-----------------|
| <b>B</b>                   | <b>I</b>                        | <b>N</b>              | <b>G</b>      | <b>O</b>        |
| Telephone                  | Posture                         | Willing to compromise | Sounds        | Self Confidence |
| Passive                    | Stand up for rights             | Body Movements        | Communication | Misinterpreted  |
| Compromise                 | Radio                           | <b>FREE</b>           | Non-Verbal    | Aggressive      |
| Interrupts/does not listen | Active Listening                | Mirroring             | Notes         | Voice           |
| Body contact               | clearly and calmly states needs | Written               | Confident     | Body Gestures   |