



Video transcription

How to Communicate Professionally?

The way we communicate at work is very important. It helps us avoid problems, work better with others, and maintain a good environment. Today, we will talk about four common communication styles: **passive, aggressive, passive-aggressive, and assertive.**

Passive Communication.

In passive communication, the person doesn't say what they think or feel. Often, they agree to everything to avoid problems, even if they don't agree. For example, if a coworker asks you to do their task and you say yes, even though you already have too much work to do.

This style can make you and others feel frustrated when later you can't finish all the work you agreed to do. It can also cause others to think you don't have your own ideas and are not able to speak up for yourself.

Aggressive Communication.

Aggressive communication happens when someone expresses their thoughts in an argumentative or disrespectful way. They may use a loud tone or harsh words that offend others. For example, saying: "This is your job, not mine! I'm not doing it!"

This style can make others feel bad and cause conflicts at work.

Passive-Aggressive Communication.

Passive-aggressive communication combines both of the previous styles. The person doesn't say directly what they think but shows it through attitude or sarcastic comments. For example, if someone asks you to do a task, and you say: "Sure, because I always have to do everything," instead of expressing how you really feel.

This style can confuse others and create an uncomfortable atmosphere.

Assertive Communication.

Assertive communication is the best way to communicate at work. In this style, you express what you think and feel in a clear and respectful way. You don't stay quiet as in passive

Some of the topics covered in these videos are sensitive. If you have questions related to health, well-being, laws, duties or rights, we recommend that you consult a specialist.



communication, nor do you offend as in aggressive communication. For example, you can say: “I can’t do this task right now, but I can help you later when I have finished my work.”

Assertive communication helps solve problems, build trust, and maintain good relationships with others.

How to recognize these different ways of communicating:

Think about these situations and how you would react:

1. A coworker constantly interrupts your tasks. What do you do in that case? Do you ignore them, respond angrily, make sarcastic comments, or speak to them directly and respectfully?
2. You are asked to do a task that isn’t your responsibility. What do you do? Do you accept even if you can’t, refuse harshly, accept but then complain, or explain your situation respectfully?

Let’s look at this in more detail.

You’re working in a store, and it’s time to clean the workspace. A coworker asks you to do on of their jobs, but you already have your own work to do.

- **Passive:** You say, “It’s okay, I’ll do it,” even if you don’t have time.
- **Aggressive:** You respond, “That’s not my responsibility; do it yourself!”
- **Passive-Aggressive:** You say, “Sure, because I always have to do everything.”
- **Assertive:** You say, “I can’t do it now because I have other tasks, but I can help you later.”

Tips to improve your communication

- **Speak clearly.** Say what you think in a simple and direct way. Use phrases like: “I can’t do it now, but I can help you later.”
- **Be respectful.** Use a calm and friendly tone. Remember, you don’t need to raise your voice to be firm.
- **Listen to others.** Let the other person finish speaking before responding. This shows interest and respect.
- **Use body language to communicate.** Maintain a relaxed posture and avoid crossing your arms. If you’re talking to someone, face them to show you’re paying attention.
- **Offer solutions.** If you can’t do something, suggest alternatives. For example: “I can’t clean everything, but I can help with part of it.”



Communicating well at work doesn't mean avoiding problems—it means managing them in a respectful and clear way. Assertive communication not only improves your workplace relationships but also helps you express your needs without creating conflict. Practice little by little, and you'll see how this makes a big difference in your daily life.