

U-LEAD

COMMUNICATION STYLES

STYLE	RESPECTFUL	APPROPRIATE	HONEST	DIRECT	FOCUS
Passive			x	x	Others' needs first
Passive-Aggressive	x	x	x	x	No one's needs met
Aggressive	x	x			Your needs first
Assertive					Needs are equal

TIP	DESCRIPTION	EXAMPLE
Use “I” statements	Express how you feel without blaming. This reduces defensiveness.	“I feel concerned when the report is submitted late because it affects our project timeline.” “I feel disrespected when you arrive late without calling.”
	Don’t assume others know what you want — say it directly.	“I need the client presentation draft by Tuesday so we have time to review before the meeting.” “I would like you to call when you know you’ll be late.”
State your needs clearly		
Stay present-focused	Avoid “you always / you never” and past issues. Focus on one situation.	Focus on the current behaviour only. “Let’s focus on today’s meeting and how we can address the budget issue.”
Use positive body language	Speak calmly, maintain eye contact, and keep open posture.	Calm tone, relaxed posture, steady eye contact. Maintain a calm tone, sit upright with open gestures, and make eye contact during a team discussion.

Emotion (X)	Behaviour (Y)	Situation (Z)	Request
I feel concerned	when reports are submitted late	because it affects our project timeline	I'd like the report submitted by Tuesday so we have time to review before the client meeting.
I feel frustrated	when meetings start late	and we lose valuable discussion time	I'd like everyone to join on time or notify in advance if they will be late.
I feel anxious	when feedback isn't shared	during our weekly check-ins	I'd like us to dedicate 10 minutes in each meeting for feedback on my work.
I feel unclear	when priorities change	without a heads-up	I'd like a quick update email whenever priorities shift.
I feel concerned	when tasks are reassigned	without explanation	I'd like a brief discussion before tasks are reassigned to clarify expectations.
I feel disrespected	when you're on your phone	at night when I'm trying to sleep	I'd like you to text instead after 10 pm.
I feel uncomfortable	when you bring someone home	without discussing it with me	I'd like to know your plans in advance.
I feel anxious	when we don't discuss my research	in our weekly meetings	I'd like us to reserve time for it each week.