



ISSUE: I have been aggressive in how I act and communicate in the workplace.

THINGS TO CONSIDER: How a person reacts or communicates has a great impact on their relationships with other employees, managers and supervisors. In order to be successful at work and build positive relationships with your co-workers, it is important that you consider how you are affecting other people by the way you choose to communicate.

- Some of the 'verbal' ways a person can come across as aggressive include: yelling, swearing, being demanding, blaming, insulting, being sarcastic, bullying,
- Some of the 'body language' a person uses can also come across as aggressive and includes: glaring with your eyes, a threatening posture, intimidating gestures such as pointing, clenching fists, and invading someone's personal space.
- By being verbally aggressive or using aggressive body language these are the negative ways you may make people feel:
 - People will feel afraid when you are around.
 - Their anxiety level will rise and they will feel tense.
 - Because they feel uncomfortable, they will withdraw from you, and shut down when you are around.
 - They will think that you are unpredictable, which will make it hard for them to trust you.
 - People will not want to be honest with you.
 - People will not feel safe around you.

THINGS TO DO: Make a decision and choice. Do you want to have a good relationship with your co-workers, be a part of the team, respected, treated fairly and be included? If your decision is 'yes' then you will need to make a commitment to make some simple changes and become more self aware.

- Do not say or do things that you will regret later.
- Remember that others have rights too, whether you agree with them or not.
- Learn to be 'assertive' rather than 'aggressive'. Things will still be dealt with but with greater respect for all involved.
- Be aware of what makes you act aggressively. Knowing yourself and what pushes your buttons is the first step in making positive change. Ask yourself whether you act aggressively to control others? Do you feel insecure? Are you used to getting what you want at all costs? Is aggressive communication your way to release a build up of other emotions and feelings?
- A simple strategy is take a deep breath, stop and think before you act or react.

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