

The difference between confident and aggressive behaviour.



Listen to these conversations between two colleagues and complete the gaps.

A.

- Jon* Ann is nothing like Brian is she?
- Barbara* Yeah I know. They're complete opposites.
- Jon* Remember Brian was very quiet and quite shy. He was very _____ but he wouldn't really make any decisions.
- Barbara* Ann seems so confident. She's got a firm _____, she speaks really _____, gives her _____ and _____ eye contact with you as if she's really interested in you.
- Jon* And her body language gives off an air of meaning business.
- Barbara* What have you noticed about her body language?
- Jon* Well remember, Brian was known for slouching in the meetings like he didn't really want to be there. In contrast yesterday Ann was sitting upright, _____, smiling at everyone and being generally involved, whilst making good decisions. That's _____ for you.



B.

Barbara

I was so upset yesterday I nearly called in sick.

Jon

Oh no. What's wrong?

Barbara

Well, I was sitting at my desk working on my emails when Tony came storming in. Apparently, I hadn't sent an order but do you know he _____ at me in front of everybody, was _____ over me and _____ in my face "That's it! It's your fault we've lost all that money!" He wouldn't let me speak and then he started hitting the table and _____ "You idiot!" I couldn't believe it. He also _____ the door on his way out with such a force that my picture fell off the wall. I was so upset. I was visibly shaking.

Jon

Have you spoken to Ann. She needs to know about this. That's terrible behaviour. You need to report it as soon as possible.