

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.