

Adult responses to managing pupil behaviour

Passive	Neutral	Assertive	Aggressive
<p>Timid.</p> <p>Quietly spoken or stays silent.</p> <p>Actively avoids difficulties.</p> <p>Poor eye contact.</p> <p>Closed posture (crosses their body).</p> <p>Defensive.</p> <p>Hides behind desk or other physical objects to 'protect' themselves.</p> <p>Fearful, worried facial expressions.</p> <p>Is not respected.</p> <p>Is unpopular.</p> <p>Does not help people to feel safe.</p>	<p>Walks slowly and deliberately.</p> <p>Engaged but low key.</p> <p>Calm voice.</p> <p>Tackles problems unobtrusively.</p> <p>Frequent yet short eye contact.</p> <p>Listens more than they speak.</p> <p>Confident yet unthreatening.</p> <p>Smiles.</p> <p>Open posture.</p> <p>Gives time and space.</p> <p>Resolves difficulties.</p> <p>Helps people feel safe.</p>	<p>Walks tall.</p> <p>Tackles problems obliquely.</p> <p>Respects eye contact rules¹¹</p> <p>Alters volume of voice to suit the situation.</p> <p>Open posture.</p> <p>Confident stance.</p> <p>Uses humour when appropriate.</p> <p>Gives time and space.</p> <p>Gives options.</p> <p>Smiles.</p> <p>Resolves difficulties.</p> <p>Provides solutions.</p> <p>Helps people feel safe.</p>	<p>Marches around.</p> <p>Tackles problems head on.</p> <p>Causes problems. Creates confrontation.</p> <p>Is unpopular.</p> <p>Uses body to intimidate.</p> <p>Invades personal space.</p> <p>Needs to 'win'.</p> <p>Insists on things being done their way.</p> <p>Stares.</p> <p>Beams or scowls.</p> <p>Will never back down.</p> <p>Uses sarcasm.</p> <p>Undermines others.</p> <p>Has low regard for others safety.</p>