Assertive Communication

Definition:
Being assertive means using a communication style in which you stand up for your own needs and wants, while also taking into consideration the needs and wants of others, without behaving passively or aggressively.

Traits:
- Eye contact
- Listening without interrupting
- Appropriate speaking volume

- Steady tone of voice
- Confident body language

Tips:
- Respect yourself
- Express your thoughts and feeling calmly

- Plan what you're going to say
- Say "no" when you need to

► Get in touch with your own needs ◄
► Be confident that what you ask is reasonable ◄
► See the other person's point of view ◄
► Signal flexibility by providing options ◄
► Keep your delivery calm ◄
► Make yourself the scapegoat ◄
► Avoid generalizations ◄
► Focus on you ◄
► Use the broken record technique ◄

Examples:
"I've been feeling frustrated about doing most of the chores around the house. I understand that you're busy, but I need help. How can we make this work?

"I won't be able to take you to the airport on Friday. I've had a long week, and I want to rest"

"I'm having a hard time sleeping when your music is on. What if you use headphones, or I can help you move the speakers to another room."

Practice:
"You've just received your food at a restaurant, and it was prepared incorrectly. Your sandwich seems to have extra mayo, instead of no mayo.

Response: