

Assertive communication

Standing for what you need without stepping on anyone

WHAT IT IS

Assertive communication is a communication style in which a person clearly stands for what they want and need, while also taking other people's needs and wants in to consideration. This is done without being aggressive, or passive in nature.

TRAITS OF ASSERTIVE COMMUNICATORS

- Clearly states their needs and wants.
- Confident use of eye contact.
- Listens to others without interrupting.
- Speak with a balanced tone of voice.
- Has a strong and open body language.
- Is clear in the message they are relaying.

ASSERTIVENESS TIPS

RESPECT YOURSELF. Know what you want and need. It is healthy and okay to express clearly what you need and want, just make sure to also hear the other person while you do it.

STAY CALM. Avoid raising your voice, yelling, name calling, or storming off. Your best tool is staying calm and remaining collected in the conversation.

PLAN AHEAD. Come prepared with a plan. Think about what it is you want and need, and be clear ahead of time about what you are asking of the other person.

SAY "NO" WHEN NEEDED. Boundaries are important, and at times we will simply need to say "no". Saying no does not make you a bad person.

THE FOUR STYLES SIDE BY SIDE · ADDITION

Passive

Needs go unsaid; resentment builds; "it's fine".

Aggressive

Needs are said at the other person's expense; blame, volume, threats.

Passive-aggressive

Needs leak out sideways; sarcasm, sulking, the silent treatment.

Assertive

Needs are said plainly and the other person is still respected.

Plan ahead: **the script**

One conversation you need to have, built before you have it

The situation, in one neutral sentence What happened, not what it means.

How it affects me “When ..., I feel ...”

What I want or need Specific and doable.

How I will say it, word for word

If they push back, my calm reply Same message, same tone, no new arguments.

If I need to say no, the sentence

Afterwards: what I said, how it went, what I would keep
