

Assertiveness Techniques

Make sure your audience is ready and willing (or at least ready)

Four Communication Statements

When. (Specific Behavior and Context)

I feel. (Specific Emotional State, this is ONE word, not a metaphor or simile)

Because. . . . (What I tell myself that causes the emotion, not about him/her)

What I would appreciate/like. (Specific request of other person)

Assertive Acceptance Statements (*Recognize other may not give you what you want*)

I recognize that I may not get what I want even when someone says I will.

I have a right to tell someone what I am feeling.

I have a right to ask for what I want.

Other people have a right to ignore my requests, deny my requests, promise to grant my request and then not fulfill the commitment **And/Or** become emotionally upset

My Script

Four Communication Statements

When _____

I feel _____

Because _____

What I would appreciate/like _____