

## **Assertive Communication**

Assertiveness involves respecting your rights and the rights of others.

### **Important facts about assertiveness.**

- Use I or me statements such as “When you do \_\_\_\_\_, I feel \_\_\_\_\_.”
- Your tone of voice, eye contact, and body posture are important parts of assertive communication.

Keep your voice steady and calm.  
Look the other person in the eyes without glaring.  
Stand or sit up straight.

- Feelings are usually only one word (e.g. angry, anxious, happy, sad, hurt, frustrated, joyful, etc..)

-Remember, assertiveness doesn't guarantee that you will get what you want or that the other person will understand your concerns or be happy with what you said. It does improve the chances that the other person will understand what you want or how you feel and thus improve your chances of communicating effectively.

### **Four Essential Steps to Assertive Communication.**

- 1) Tell the person what you think about their behavior without accusing them.
- 2) Tell them how you feel when they behave a certain way.
- 3) Tell them how their behavior effects you and your relationship with them.
- 4) Tell them what you would prefer them to do instead.