

Assertive Communication

Communicating assertively means clearly and calmly expressing what you want without either being too passive or too aggressive. Learning to communicate assertively doesn't guarantee you will have your needs met but it makes it more likely, and it can improve your relationships with other people.



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| Thinking your needs don't matter at all | Recognising that your needs matter as much as anyone else's | Thinking that only your needs matter |
| Give in | Compromise | Take |
| Not talking, not being heard | Talking and listening | Talking over people |
| Trying to keep the peace | Making sure things are fair - for you and others | Looking out for yourself |
| Allowing yourself to be bullied | Standing up for yourself | Bullying others |
| Not saying what you think, or not saying anything | Express your point clearly and confidently | Can lead to shouting, aggression or violence |
| Damages relationships - other people respect you less | Enhances relationships - other people know where they stand | Damages relationships - other people don't like aggression |
| Damages your self-esteem | Builds your self-esteem | Damages others self-esteem |

Tips for communicating assertively

Use "I" statements

Be clear and direct:

"I would like you to give me a refund"

"I think what you have done is good, but I would like to see more of..."

Describe how another person's *behaviour* makes you *feel*

This makes other people aware of the consequences of their actions:

"When you raise your voice it makes me scared ... I would like you to speak softly"

"When you don't tell me what you are feeling it makes me confused"

Stick to your guns - the broken record technique

This involves thinking about what you want, preparing what you might say, then repeating it as necessary:

"I would like a refund ... Yes, but I would still like a refund ... I've heard what you have said but I still want a refund"