



Wish I had said that!



Assertiveness:

Expressing your wants, needs and thoughts .. while respecting others.

(especially when it's difficult)

Use "I" not "you" statements

HOW TO SAY

In a firm, calm voice - relaxed posture and movement and good eye contact.

WHAT TO SAY

When (name the situation), I feel (name the feeling); what I [need | want | prefer] is (name the desired outcome).

When people look over my shoulder while I'm working, I feel micromanaged; what I prefer is to complete the project and then ask for feedback.

When someone is yelling, it's hard not to yell back; what I need is to discuss the matter calmly.

When dishes are left in the sink, I feel all the work is being left to me; what I want is everyone to put their dishes in the dishwasher as soon as they've finished with them.

Ruth x

Mouthin' Off

- Passive = letting others decide
- Aggressive = deciding for others
- Assertive = deciding for yourself

Academy of Communication and Kick-Assery

