

# ASSERTIVE COMMUNICATION

A COMMUNICATION STYLE IN WHICH A PERSON STANDS UP FOR THEIR OWN NEEDS AND WANTS, WHILE ALSO TAKING INTO CONSIDERATION THE NEEDS AND WANTS OF OTHERS, WITHOUT BEHAVING PASSIVELY OR AGGRESSIVELY.

To be assertive, maintain an appropriate speaking volume, a steady tone, and confident body language. Respect your own needs and rights while expressing your thoughts calmly, using "I feel..." statements. It's important to say "no" when necessary, doing so clearly and honestly, while offering alternative solutions.

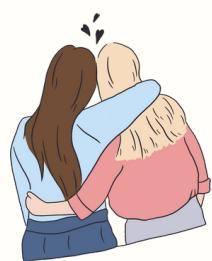
**YOUR PARTNER:** "I KNOW YOU HAVE PLANS FOR THE WEEKEND, BUT I REALLY NEED YOU TO WATCH THE KIDS. I HAVE A FRIEND COMING TO TOWN, AND WE MADE PLANS."

Your assertive response:



**SITUATION:** YOU'VE JUST RECEIVED YOUR FOOD AT A RESTAURANT, AND IT WAS PREPARED INCORRECTLY. YOUR SANDWICH SEEMS TO HAVE EXTRA MAYO, INSTEAD OF NO MAYO.

Your assertive response:



**YOUR FRIEND:** "HEY, CAN I BORROW SOME MONEY? I WANT TO BUY THESE SHOES, BUT I LEFT MY WALLET AT HOME. I'LL PAY YOU BACK SOON, I SWEAR. IT WON'T BE LIKE LAST TIME."

Your assertive response:



**SITUATION:** YOUR NEIGHBOR IS ADDING AN EXPANSION TO THEIR HOUSE, AND THE CREW STARTS WORKING, VERY LOUDLY, AT 5 AM. IT HAS WOKEN YOU UP EVERY DAY FOR A WEEK.

Your assertive response: