



Assertiveness

Trigger: The supervisor criticizes you

	Passive	Aggressive	Assertive
Thoughts	I can't handle this. I'd better be nice. I shouldn't say what I think.	I'm better than you. I'm more important than you.	I have rights—you do too! How should I handle this? What are my options?
Emotions Feelings	I feel powerless. I feel controlled. I feel victimized. I am angry but I will keep it in.	Anger	I feel powerful. I feel confident. I am in control.
Behavior	I become passive. I give up. I say "yes".	I become aggressive. I confront. I "put my foot in my mouth."	I am firm. I hold my ground. I offer my observations and create options.
Results	I lose/ You win	I Win/ You lose	I win/ You win