



# ASSERTIVE COMMUNICATION

Communicate your  
feelings and needs  
more effectively.



# ASSERTIVE COMMUNICATION

## “I STATEMENTS”

"I" statements are an excellent method for resolving conflicts. When someone feels blamed, they can become defensive and emotional. The "I" statement formula is straightforward and effective for expressing your feelings and needs clearly.

**"I FEEL....**

What are my feelings?

**WHEN....**

Describe the other person's actions.

**BECAUSE...**

The effect of the behavior on you.

**I NEED."**

What would you like the other person to do instead?

# ASSERTIVE COMMUNICATION

## “I STATEMENTS”

### Example:

**"I FEEL....**

What are my feelings?

*I feel upset.*

**WHEN....**

Describe the other person's actions.

*When you  
tease me in  
front of  
others.*

**BECAUSE...**

The effect of the behavior on you.

*It  
embarrasses  
me.*

**I NEED."**

What would you like the other person to do instead?

*I need you to  
stop teasing  
me and be kind  
instead.*

# ASSERTIVE COMMUNICATION

Assertive communication involves expressing your thoughts and feelings clearly, directly, and respectfully. When you're assertive, you convey your opinions and stand up for yourself without being aggressive or demeaning to others. Assertive communication can reduce conflict and enhance your ability to address issues effectively, while also empowering you.

3 styles of communication have been identified and all of them can resemble different animals because of their particular characteristics and traits. Let's have a look!



## PASSIVE TURTLE

Passive communication is when you avoid expressing your thoughts, feelings, and needs. You might stay quiet to keep the peace or let others make decisions for you. This can lead to feeling ignored or unimportant.



## ASSERTIVE OWL

Assertive communication is when you confidently and respectfully express your thoughts, feelings, and needs. You stand up for yourself while also considering others' feelings. This style helps build mutual respect and understanding.



## AGGRESSIVE TIGER

Aggressive communication is when you express your thoughts, feelings, and needs in a way that is forceful, disrespectful, or hurtful to others. This style can make others feel scared, angry, or defensive, and often leads to conflicts.

# ASSERTIVE COMMUNICATION



## PASSIVE

1. **Avoidance:** Passive communicators tend to avoid conflict or confrontation, often by not expressing their true feelings or opinions.
2. **Indirectness:** They may hint at what they want or need rather than directly stating it, hoping others will understand without explicit communication.
3. **Compliance:** Passive individuals may agree to things they don't want to do, just to avoid disagreement or to keep the peace.
4. **Low Assertiveness:** They may have difficulty standing up for themselves or asserting their needs and boundaries.
5. **Passivity in Decision Making:** Passive communicators might let others make decisions for them rather than voicing their preferences or taking initiative themselves.



## AGGRESSIVE

1. **Dominance:** Aggressive communicators often seek to dominate conversations and interactions, asserting their opinions forcefully without regard for others' viewpoints.
2. **Intimidation:** They may use intimidating tactics such as raised voice, hostile body language, or personal attacks to get their point across.
3. **Blame and Criticism:** Aggressive individuals tend to blame others for problems and criticize them openly, often in a harsh and hurtful manner.
4. **Lack of Empathy:** They may show little empathy or understanding for others' feelings or perspectives, focusing primarily on their own needs and desires.
5. **Control:** Aggressive communicators often seek to control situations and people, refusing to compromise or consider alternative viewpoints.



## ASSERTIVE

1. **Clear and Direct Communication:** Assertive communicators express their thoughts, feelings, and needs clearly and directly, without being aggressive or passive.
2. **Respectful:** They show respect for themselves and others by acknowledging their own rights and the rights of others in communication.
3. **Confidence:** Assertive individuals exhibit self-confidence and self-assurance in their interactions, maintaining a calm and composed demeanor.
4. **Boundaries:** They are able to set and maintain boundaries, saying no when necessary and expressing their limits in a respectful manner.
5. **Active Listening:** Assertive communicators listen actively to others' viewpoints and opinions, showing empathy and understanding while also expressing their own perspectives.

# ASSERTIVE COMMUNICATION CHECKLIST



## **Assertive communication looks like.....**

- **Speak Clearly:** Use clear and understandable words when expressing yourself.
- **Express Feelings:** Share how you feel about a situation in a calm and respectful way.
- **Use "I" Statements:** Start sentences with "I" to express your thoughts and feelings without blaming others.
- **Listen Carefully:** Pay attention to what others are saying without interrupting.
- **Respect Others:** Treat others the way you want to be treated, with kindness and consideration.
- **Stand Tall:** Stand up straight and make eye contact when speaking.
- **Set Boundaries:** Clearly communicate your limits and say no when necessary.
- **Stay Calm:** Keep your voice steady and remain composed, even if you feel upset.
- **Problem Solve:** Work with others to find solutions that are fair and reasonable.
- **Use Positive Language:** Use positive and encouraging words to express yourself and support others.

# COMMUNICATION QUIZ

**Match the statement to the communication style.**

Scenario: Your friend keeps choosing the game to play, and you don't like it. Response: "It's okay, we can play the game you want."



**ASSERTIVE**

Scenario: Your friend keeps interrupting you while you're talking. Response: "I feel frustrated when you interrupt me. I'd appreciate it if you let me finish speaking before you talk."



**AGGRESSIVE**

Scenario: Your classmate accidentally bumps into you, and you spill your drink. Response: "Watch where you're going! You're so clumsy!"



**PASSIVE**

Scenario: Your sibling keeps taking your toys without asking. Response: Remains silent and lets the sibling take the toys without saying anything.



**ASSERTIVE**

Scenario: Your classmates are pressuring you to do something you don't want to do. Response: "I understand you want me to join you, but I don't feel comfortable doing that. I'd rather do something else."



**AGGRESSIVE**

Scenario: Your friend wants to play a different game, but you insist on playing your favorite game. Response: "No, we're playing my game! Your game is boring!"



**PASSIVE**

# THINK

Before you SPEAK, WRITE OR TYPE.....

IS IT

T

TRUE

IS IT

H

HELPFUL

IS IT

I

INSPIRING

IS IT

N

NECESSARY

IS IT

K

KIND