**Assertive Communication**

**Definition:** 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.

**Traits of Assertive Communicators**

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| * Clearly state needs and wants
* Eye contact
* Listen to others without interruption
 | * Appropriate speaking volume
* Steady tone of voice
* Confident body language
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**Examples of Assertive Communication**

“I’ve been feeling frustrated about doing lots of chores around the house in the evenings when I also have homework and clubs. I understand know you want some help but I’m feeling a bit overwhelmed. Can we change when I do my chores to make it more manageable?”

*The speaker takes responsibility for the feelings without blaming, and clearly describes their needs.*

“I won’t be able to take you to meet you in town on Saturday. I’ve had a long week, and I want to rest.”

*The speaker respects their own needs and wants by clearly saying “no”.*

“I’m needing more sleep in the mornings and the vacuum cleaner wakes me up too early. Could you do it a bit later on, or I can help you with it later?”

*The speaker describes their needs, while also considering the needs and wants of the other person.*

**Assertive Tips**

1. Respect yourself.
2. Express your thoughts and feelings calmly
3. Plan what you’re going to say.
4. Say “no” when you need to.

**Assertive Communication Task**

Consider what your wants and needs might be in each situation.

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| **Your parent:**“I know you have plans for the weekend, but I we have friends visiting who want to see you.” |
| **Assertive Response:** |

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| **Situation:**You’ve received your food at a cafe, and it’s not what you ordered, although you’d still eat it. |
| **Assertive Response:** |

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| **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.” |
| **Assertive Response:** |

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| **A teacher:**“You’ve done such a great job, would you mind doing another one so I can show it to another class tomorrow? I know it’ll mean extra work at short notice but it would really help.” |
| **Assertive Response:** |