Principles of Assertive Living

Communication Styles

Passive:
_____________________________________________________________________________________
_____________________________________________________________________________________

Aggressive:
________________________________________________________________________________
_____________________________________________________________________________________

Passive/aggressive:
_____________________________________________________________________________________
_____________________________________________________________________________________

Assertive:
_____________________________________________________________________________________
_____________________________________________________________________________________

Assertiveness is sometimes confused with aggression, but they are not the same things.

<table>
<thead>
<tr>
<th>Assertive</th>
<th>Aggressive</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don’t appreciate that you are stepping on my foot so I say to you “Ouch, that hurts. I don’t like that you are stepping on my foot. Please get off my foot”.</td>
<td>I don’t appreciate that you are stepping on my foot but I’m not going to tell you or ask you to move. I’m am going to shove you off and then punch you without an explanation.</td>
</tr>
</tbody>
</table>

What’s the difference between assertiveness and aggression?
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
## My Personal Rights

<table>
<thead>
<tr>
<th>I have the right to:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Change my mind</td>
<td>• Privacy</td>
</tr>
<tr>
<td>• Disagree</td>
<td>• Time alone</td>
</tr>
<tr>
<td>• Put my needs/wants first</td>
<td>• Ask for help</td>
</tr>
<tr>
<td>• Ask questions</td>
<td>• Praise myself</td>
</tr>
<tr>
<td>• Make mistakes</td>
<td>• Ignore the advice of others</td>
</tr>
<tr>
<td>• My own opinions</td>
<td>• Say “NO”</td>
</tr>
<tr>
<td>• Have fun</td>
<td>• Be myself</td>
</tr>
</tbody>
</table>

## Components of Assertive Communication

- Eye contact
- Body language
- Tone of voice
- “I” statements

### “I” Statements

- I feel....
- When....
- Because .....
- What I would like is...
- In the future....

### Non-assertive communication:

- You are always missing deadlines! It makes us all look bad. Get it together.

### Assertive communication using “I” statements:

- **I feel** When our team misses a deadline
- **Because** I worry that it impact us all negatively
- **I would like** for you to meet your deadlines moving forward
- **In the future** I will turn in my portion of any assignment on deadline-with or without your portion.
The LADDER to Assertiveness

From Martha Davis “The Relaxation and Stress Reduction Workbook”

Look at and assess the situation.
Arrange to speak with the other person.
Define the issue using “I” statements
Describe how you feel about the situation using “I” situations.
Express what you want.
Reinforce the other person’s commitment by explaining the benefit to both of you.

Practice

1. How could this situation be handled assertively?

Situation: You have a co-worker whose personal cell phone frequently goes off during the work day. It doesn’t just “ring” either, it actually blares rock music instead of ringing. You find it very disruptive to your day and have difficulty regaining your focus after it “rings”.

Assertive solution:

2. How could this situation be handled assertively?

Situation: In a meeting your supervisor volunteers you to lead a new project. You do not feel that you have the resources or time to devote to this project.

Assertive solution: