

How to be Assertive

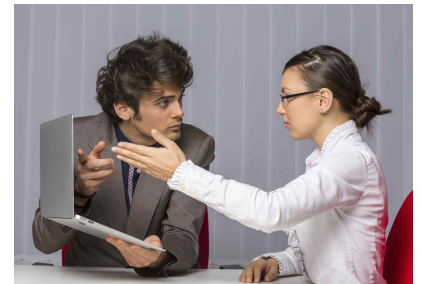
"No-one can intimidate me without my permission."

- Eleanor Roosevelt

When we need or want to be assertive it may be because we're facing a difficult or uncomfortable situation, or we need to convey information directly and clearly.

In such circumstances emotions can run high, and in planning to communicate assertively it can be difficult to work out exactly what to say, in what order, and to keep a cool head during the discussion.

The next time you need to structure an assertive conversation with someone use the 'Assertiveness Track' below; it's simple, it's structured, and it works.



1. Engagement

"I need to discuss something with you..."

2. Situation

"The situation is..."

State the situation to be resolved, factually and objectively

3. Symptoms

"The problems this is causing..."

The impact, effect and consequences

4. Emotion

"The way it makes me feel is..."

Angry, confused, disappointed, frustrated... etc.

5. Resolution

"How we could resolve it is..." or 'In future..."

Suggest, propose, recommend and invite suggestions

6. Therefore

"Which will mean that..."

The end result or solution (benefits to all parties)

