

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

- Clearly state needs and wants
- Eye contact
- Listen to others without interruption
- Appropriate speaking volume
- Steady tone of voice
- Confident body language

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.

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

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

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:

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: