

Steps of Assertiveness

- Step 1 State a fact or two. Avoid the use of "you."
- Step 2 State how it makes you feel.
- Step 3. State what you would like to have happen.

Examples:

1. There is a wet towel on the floor. Wet towels not hung up to dry tend to grow mildew.
 2. This makes me angry because I care about nice smelling towels.
 3. I would like you to put the towel back on the rack as soon as you are done with it.
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1. I see things going on in this company that are unethical such as...
 2. That upsets me because I care about this company and believe ethics are more important than the personal advancement of individuals.
 3. I would like to work with you to correct this.
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1. The tone of voice I am hearing is about twice as loud as I usually hear.
 2. This scares me because it reminds me of when my father used to yell and hit me.
 3. I would like you to speak in a softer tone so that I can hear you better.
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1. There are pieces of furniture flying around the room.
 2. This is unacceptable to me and scares me.
 3. I would like it to stop and if it doesn't, I'm going to walk out the door and go to my sister's.

Assertive Thoughts

I am under no obligation to say "yes" to people simply because they ask a favor of me.

My opinion is just as valid as everyone else's.

If I say "no" to someone and they get angry, that does not mean I should have said "yes."

I have a right to assert myself even though I may inconvenience others.

The fact that other people might not be assertive doesn't mean that I shouldn't be.

I can still feel good about myself even though someone else is annoyed with me.

Standing up for myself over "small" things can be just as important to me as "big" things are to others.

The fact that I say "no" to someone does not make me a selfish person.

If someone doesn't do something I ask them to do, that doesn't mean I shouldn't have asked.

I have a right to disagree with other people, even though they feel strongly about their own opinion.

Just because I have already agreed to do something doesn't mean I can't change my mind and say "no."