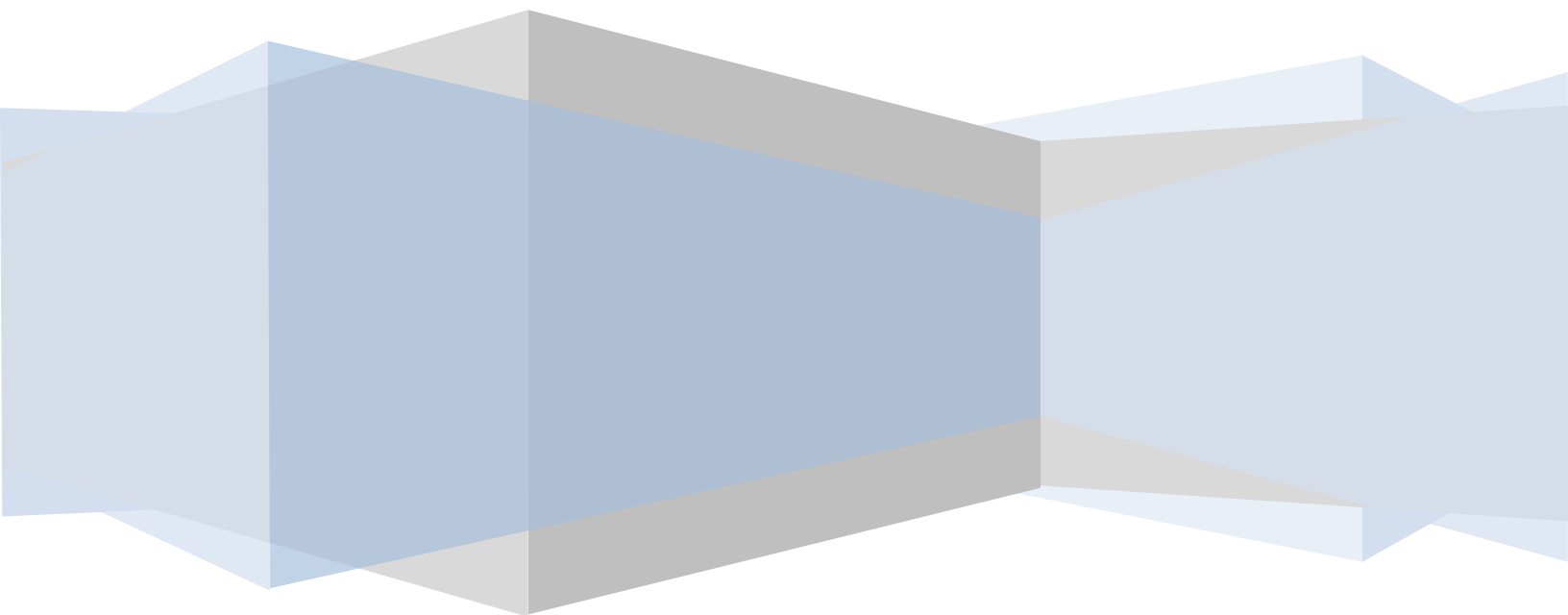




Assertive Communication



Communication

3 Factors

Verbal

_____%

The **words** you choose.

- diction, vocabulary
- formal vs. slang
- positive vs. negative words

Paraverbal

_____%

How you sound when you say those words.

- **tone** of voice
- pace/speed
- volume & pitch (multi-tone vs. monotone)
- enunciation/pronunciation
- silence (pauses)

Non-verbal

_____%

What you look like when you say those words.

- **body language**, gestures, mannerisms
- facial expressions (especially eyes & mouth)
- posture, stance
- spatial distance
- **S.O.L.E.R.***

Words + Tone + Body Language = **Meaning**

Body Language

How to communicate RESPECT through your non-verbals that, “I am listening” and “I care” ...
“You and what you are saying is important to me”

- S.** Stand/sit squarely – face the person talking
- O.** Open stance – no arms or legs crossed
- L.** Lean forward slightly (when sitting down)
- E.** Eye contact
- R.** Relax – no fidgeting or nervous twitches

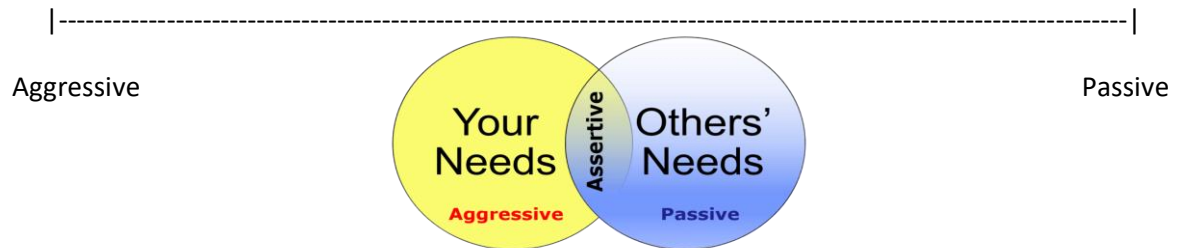


How does this impact trust? Show respect?

Communication

Approaches

1. **Aggressive**
2. **Passive**
3. **Assertive**



Passive-Aggressive = X

Examples:

- Intentionally ignoring e-mail messages
- Eye-rolling in a meeting but saying nothing aloud
- The very words: "Nothing. I'm just thinking" or "Oh, fine. You're Right."
- Sarcasm
- Silent treatment
- *Others:*

Assertive = ✓

Assertiveness is a manner of behaving that **communicates respect for others**, as well as **respect for yourself**.

How to Communicate Assertively

FINE Model

If you are not sure about the “right words” to use, write it and practice it before you talk to the person.

- **Facts:**

Share the facts of the situation concisely
Be objective

"The last time my brother George came to visit, I cleaned the entire house all by myself."

- **Impact:**

Express how the situation affected you
Use "I" language, and not "You"

Beginning sentences with "You" puts people on the defensive, which means they won't listen

"As a result, I felt exhausted and angry."

- **Next Time:**

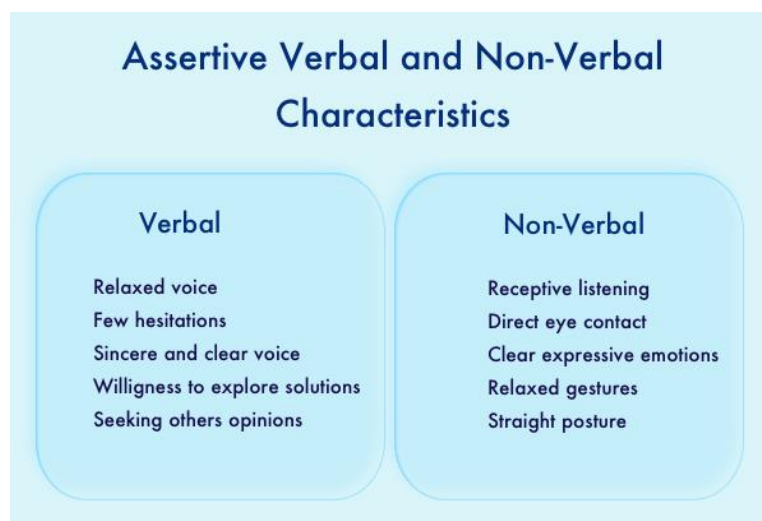
Ask what you would prefer to happen in the future

"Next time, I would like the two of us to work on cleaning the house, if that's possible."

- **Explain:**

Explain the consequences (positive &/or negative)

"If we both work together, the house will be cleaned up faster and we can all enjoy his visit together." or "If we work together, I will be less tired and irritable."



Example

- **Facts**
"The truck was left empty after you drove it, and I was late for my next appointment because I had to fill the gas tank."
- **Impact**
"I was angry and frustrated about this and felt disrespected."
- **Next Time**
"Can you please replace the gas you use the next time you take the truck?"
- **Explain**
"Otherwise, I won't be able to lend the truck to you again."

Now you try one!

Identify a recent situation...

- **When you were not assertive**
(you chose not to ask for help, didn't state an opposing opinion, avoided expressing a negative feeling, spoke in an overly aggressive way, etc.)
- **Who were you non-assertive with?**
(boss, salesperson, co-worker, child, spouse, neighbour, friend, etc.)

Facts

What was the situation?

Impact

How did this affect you?

Next Time

What would you like to see happen differently in the future?

Explain

What might be the natural consequence(s) if they don't do anything differently?
(with no judgment attached)