

# Assertive Communication Skills



# Different Communication Styles



# Passive Communication

- o I don't have rights
- o Does not respect self
- o Exhibits low self-esteem
- o Blames others
- o Denies or doesn't express feelings
- o Keeps it all in
- o I lose-you win
- o Controlled by others



# Aggressive Communication

- o You don't have rights
- o Doesn't respect others
- o Diminishes self-esteem in others
- o Blames others
- o Expresses own negative feelings
- o Lets it all hang out
- o I win-you lose
- o Controls others



# Assertive Communication

- o We both have rights
- o Takes responsibility
- o Expresses feelings in a constructive way
- o Win-Win
- o Open
- o Respects self and others

# Effective Assertive Communication Skills

- o “You” vs. “I” Statements
  - o Always use “I” statements. “You” statements can be perceived as blaming
  - o Example:
    - o You don’t keep me informed.
      - o *I find it hard to keep up on the project when I don’t have all of the relevant information.*



# Statements vs. Questions

- o “You” questions can be perceived as passive aggressive. Convert those questions to “I” statements.
- o Example
  - o Why do you always arrive late?
  - o *I expect you to be on time.*

# Non-Verbal Body Cues

- o Communication is 30% verbal and 70% non-verbal.
- o Be conscious of your body language
  - o Facial expression
  - o Gestures
  - o Eye contact
  - o Posture, stance and distance
  - o Eye-level relationship



# Words to Avoid

Little	Should
Kind of	Make
Sort of	Never
Perhaps	Always
You are	Can't
I disagree	Just
Yes, but...	Must
You don't understand	

# Communication Requires Listening

- o Use active listening skills
  - o Listen for feelings as well as facts
  - o Listen for main ideas, disregard sidetracks
  - o Listen without interrupting
  - o Prepare feedback and paraphrase to ensure accuracy of message received

Listening  
to hear  
not  
listening  
to speak.

# Three-Part Model for Assertive Communication

- o Acknowledge the Other
  - o What I hear you saying
  - o What I see happening



# Three-Part Model for Assertive Communication Cont.

- o Make “I” Statements
  - o I feel...
  - o I think...
  - o I know...
  - o I want...
  - o I need...
  - o I believe...

# Invite Feedback

- o I'd like to hear how you feel.
- o Do you have any suggestions?
- o Are there any other options?
- o Tell me what you think.



# Summary

- o Assertive Communication Skills

