



## Assertive Communication

Assertiveness is expressing your thoughts, feelings, and opinions so that others understand you and your needs are met.

Assertiveness is the ability to express ourselves directly, honestly, and respectfully.

### Communication Styles



Passive "I lose, you win": I give in to keep the peace but I often feel disappointed when my feelings are overlooked.



Passive aggressive "I lose, you lose": I'm going to agree with you, but then I make rude remarks or sabotage the situation so no one is happy.



Aggressive "I win, you lose": I'm going to get what I want and I'm not interested in others feelings.



Assertive "I win, you win": I tell you clearly what I need to feel good, and I will also listen to what you have to say.

### Tips for Kids and Parents

**Take a deep breath:** Take a step back, understand your emotions, and set a plan to communicate when you are under less pressure.

**Try these 4 steps:**

1. Tell the person what you think about their behavior without blaming them.
2. Tell them honestly how you feel when someone says or does something you don't like.
3. Tell them how their behavior may your relationship with them.
4. Tell them how you would like for the situation to get better.

**Use "I" statements:** "I feel like \_\_\_\_ when \_\_\_\_ happens and I would prefer \_\_\_\_ in the future. I statements reduce blame and state your feelings clearly. Avoid using statements beginning with "you always" or "you never."

**Be specific:** Tell people what you need. People respect honesty.

**Keep it in the now:** Discuss the issue at hand, and don't bring up the past when trying to solve a problem in the moment.

**Look for common ground:** What do we both want to happen?

**Respond instead of react:** Responding means you are an active listener taking the time to understand the other person's point of view. Reacting may escalate the situation by using harsh words or physical actions.

**Be willing to apologize:** An honest apology can be a reset in an argument.