



Communicating Assertively

- Say “yes” or “no” firmly. Reinforce the message with head movements.
- Have shoulder’s back, head up, feet planted solidly.
- Look the other person in the eyes.
- Repeat “yes” or “no” as often as necessary.
- Share what you are feeling in a nice way.
- Be direct; don’t hint around.
- Share how your concern is affecting you.
- Avoid complex excuses or apologies.
- Develop a reputation for meaning what you say.
- Don’t’ attack or put people down (= aggressiveness).
- Share what you’d like them to consider, think about, or what you want.
- Finish by saying “thank you.”