

ASSERTIVE COMMUNICATION

ASSERTIVENESS

A communication style in which a person stands up for their own needs and wants, while also taking into consideration the needs and wants of others, without behaving passively or aggressively.

BE HEARD

Assertiveness aids in improving mood and understood.

It's the most effective way to have your needs met while maintaining positive personal relationships.

RESPECT YOURSELF

Your needs, wants and rights are as important as anyone else's. It's fine to express what you want as long as you also respect others.

STAY CALM

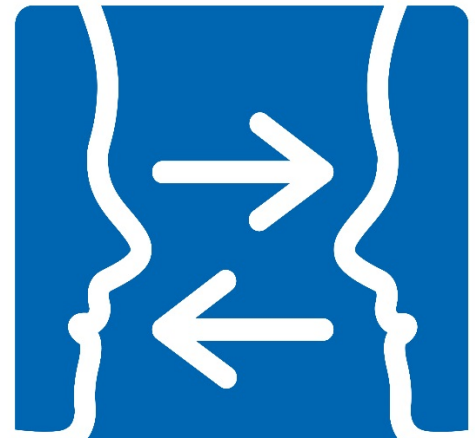
Work to take responsibility of your emotions and express them in a calm and factual manner.

DO SOME PLANNING

Know your wants and needs and how you can express them before entering a conversation. Formulate specific words and sentences you can say in difficult situations.

SAY "NO" WHEN YOU NEED TO

You can't make everyone happy all of the time. When you need to say "no", do so clearly, without lying about the reason.



USING "I" STATEMENTS

A great way to communicate with someone without escalating conflict. Rather than making judgments about another person, you're telling them how their actions make you feel and why.

"I do not feel that my attempts to make lifestyle changes are supported."