

Assertiveness - The Four Step Process

1. Show you understand their point of view.

(You may need to gather the facts, then ask questions and listen before starting this step)

I know you're busy, but

I can see it must be difficult to plan ahead, but

I know you had good reasons for doing this, but

I do understand that, but...

2. Tell them how you feel.

I don't like having to

I'm not happy with

It upsets me when you

I'm not comfortable with

You have done x and it makes me feel

I really do feel...

3. Say what you want.

Please can you

I'd like you to

I'd like to suggest that we discuss

So I'm afraid the answer is no

All I want is...

4. Check OK - get them to say "yes".

Do you think that's reasonable?

Can you see what I mean?

I'm sure you'd feel the same wouldn't you?

You can see my point of view can't you?

Surely you can...

If the answer is "No" to step 4, and you have listened to the reason and you are still not happy, go back to step 1 and repeat the process.