

Assertive communication

Remember that non verbal aspects of communication have a huge impact on the way that communication messages are received. Aspects such as tone of voice, eye contact, volume of speech, eye contact and stance (the way we stand) can all influence the way communication is perceived.

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EMPATHIC ASSERTION



TRYING TO UNDERSTAND
ANOTHER PERSON'S FEELINGS
OR WANTS

Examples:

I recognise that you have a different opinion to me on this. But, I feel...
I appreciate that you don't like this but...



NEGATIVE FEELING ASSERTION



DRAWING ATTENTION TO YOUR NEGATIVE
FEELINGS IN A CONTROLLED, CALM
MANNER

When you do this...It leads to...this makes
me feel...I would prefer in the future if you
did...

4 steps:

- 1) describe the other persons behaviour calmly.
- 2) Describe the impact on yourself calmly
- 3) describe your feelings
- 4) say what you would prefer in the future

Practice!



It can take a while to develop these skills but practicing, little and often can help. Use our practice sheet to record when you have practiced techniques and how it went. This can help you to make improvements next time.

