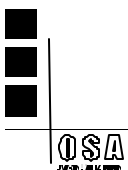




# Assertiveness

## Tip Sheet

For more information or to schedule a workshop please contact IDEAL at 392-1655 ext. 311



### Components of Assertive Behavior

1. Make eye contact, looking at another person when you are speaking is an effective way of showing sincerity and ensures the person that you are talking to him or her.
2. A whispered monotone will seldom convince another person that you mean business, while shouting often causes the other person to react defensively. A level, well-modulated statement is convincing without being intimidating.
3. Your verbal messages are more effective if you are relaxed, face the person, stand or sit appropriately close and hold your head more erect.
4. A message can get added emphasis from appropriate gestures, while nervous fidgeting or overenthusiastic gesturing can be distracting.
5. Effective assertions require an expression that agrees with the message. It doesn't come across to express anger while smiling or laughing.
6. Spontaneity is important, since hesitation may diminish the effect of an assertion. However, judgment is needed to select an appropriate occasion.
7. Express your feelings honestly and **ACCEPT RESPONSIBILITY FOR THEM**. It is not necessary to put the other person down (aggressive) in order to express your feelings (assertive).

### Basic Assertive Rights

1. Right to freedom of opinion and expression.
2. Right to be independent.
3. Right to change your mind.
4. Right to say, "I don't know."
5. Right to say, "I don't understand."
6. Right to make mistakes.
7. Right to feel and express anger.
8. Right to refuse requests without feeling guilty.