

# Assertiveness Advice

Assertiveness is the quality of being self-assured and confident without being aggressive. In the field of psychology and psychotherapy, it is a learnable skill and mode of communication.

Dorland's Medical Dictionary defines assertiveness as: a form of behavior characterized by a confident declaration or affirmation of a statement without need of proof; this affirms the person's rights or point of view without either aggressively threatening the rights of another (assuming a position of dominance) or submissively permitting another to ignore or deny one's rights or point of view.

Here are some easy and practical tips to help you develop the skill of assertiveness.

These are typical behaviours of assertive people, practice them yourself and build your assertive muscle!

## Assertive people

- Show and demand RESPECT.
- State their preferences clearly and confidently.
- Stand confidently, well balanced.
- "Own" what they say, i.e., use "I think", "I would like".
- Use co-operative phrases aimed at finding a solution.
- Look for a Win/Win scenario.
- Are proactive and solution focused
- Avoid whining or sarcasm.
- Stand up for their own rights while acknowledging those of other people.
- Come across in a straight, solution-focused way.



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Here are some handy assertive phrases to use:

- I feel...
- In my opinion, we could...
- I believe...
- I would like to point out that...
- How can we recover from this?
- How could we move forward?
- This has to stop...
- I am not comfortable with this...
- These are the facts.
- I am prepared to ...
- I will prefer to focus on .... I will rather do...
- It may work if we...
- What do you think of...?
- I want your help with...
- What is your Evidence?

Assertiveness is appropriate behaviour, try these things to help you feel more assertive in any situation:

- Shows respect, use "I" statements (Avoid "you" statements).
- Be specific : Clear and concise message on what you want to happen. Avoid using the word should.
- Ground yourself: Two feet on the ground, steady posture.
- Loose hands and legs, open palm, relaxed muscles . No finger pointing.
- Upright stance, Direct eye contact.
- Strong clear , level voice, firm but pleasant. No shouting. Respectful tone.
- Serious or neutral facial expression. No smiles.
- Aims at WIN/WIN( I am OK, You are OK ) in a straight solution- focused way.
- Keeping a distance which respects personal space.
- Economy of Words: No Explanations, Apologies or Excuses. Keep to your clear and concise message said with conviction.
- Stick to repetition.

Thanks for reading.

Please visit [www.ConfidenceBuilding.ie](http://www.ConfidenceBuilding.ie) for some more useful links and tips.  
For more information on one-to-ones and workshops: call Maria on 087-2794346 or email [aria@motivatedjoyfulliving.ie](mailto:aria@motivatedjoyfulliving.ie)

