

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.