

# Assertiveness Communication Technique

Let's look at a simple technique called the Assertiveness Communication technique that can help you out with preparing yourself for a difficult situation. It's a good idea to script it first before you engage in the conversation itself.

## 1. Describe the issue

- Start by describing the situation from your perspective.
- For example, you might say something like, *"Hey Mike, I noticed our project timeline has been pushed back by two weeks. I wasn't in the loop about this change, and it caught me off guard during the stakeholder meeting."*

## 2. Express your feelings

- Don't be afraid to be honest about how the situation makes you feel.
- You could say, *"I'm feeling a bit concerned and left out because keeping our stakeholders informed is really important to me. It helps maintain trust and credibility in our project management process."*

## 3. State your needs

- Let the other person know exactly what you need from them moving forward.
- For instance, *"I need you to keep me updated on any changes to our project timelines or significant risks. That way, we can manage expectations and adjust our plans proactively."*

## 4. Highlight the benefits

- Explain how meeting your needs can lead to positive outcomes for everyone involved, including the company.
- You might say, *"By keeping me in the loop, we'll improve our project transparency. This could lead to higher stakeholder satisfaction and help our team build a reputation for being reliable."*

Remember, this technique and the scripting of it is just a tool to help you communicate more effectively. It's not about reciting a script word-for-word, but rather having a clear idea of what you want to say and how you want to say it.