The CLEAR Method:
A Framework for Assertive Communication

Before You Speak: Find Your Assertive Zone

Avoiding confiict at all coats.

Avciding confiict at all costs. Characterized by a hesitant tone, avoiding eye contact, and allowing your own needs to be ignored. Leads to frustration and resentment.

The balanced middle ground.

Characterized by a fim, calm, and confident tone, direct eye contact, and a focus on collaborative solutions that respect everyone.

Dominating to win at all coats.

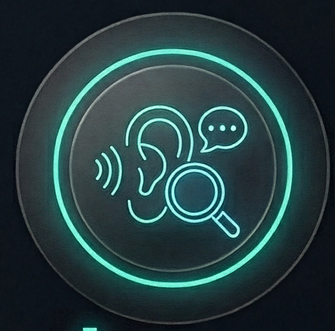
Characterized by a loud volce, invasive gestures, and disrespect for olhers' rights. Damages relationships and creates tension.

C CONNECT

Create a Human Connection

Before diving into the issue, establish a positive and safe environment. Acknowledge the other person's perspective or situation to build empathy and show you are not there to pick a

"I know things have been very busy lotely, and I appreciate all the hord work you're putting in. I'd like to talk about how we can better support eoch other."



L LISTEN

Practice Active Listening

Genuinely put yourself in the other person's shoes and listen to understand their point of view. In virtual settings, this reauires extra focus on tone of voice and

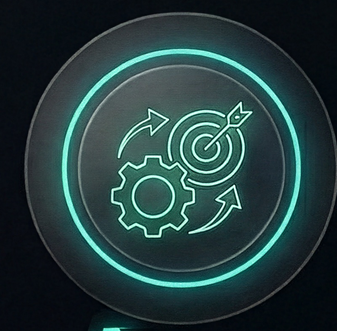
"I feel worried when the report is lote because it impocts the whole team's timeline. I need to be able to rely on our agreed deodlines."

E EXPRESS

Express Yourself Assertively

Clearly and calmly state your feelings, the problem, and your needs using "I" statements. This focuses on your experience without blaming the other person, reducing defensiveness.

"For the next project, I suggest we build in a 24-hour buffer for eoch stage. Do you agree, or do you have another idea that could help?"



A ALIGN

Align on Next Steps

Shift the focus to a coliaborative solution. Propose a specific, actionable change or ask the other person for their ideas to find a way forward that works for both of you.

"Great, so we agree to add a buffer to our project timelines. Let's check in next Friday to see how it's working."

R REVIEW

Review and Follow Up

End the conversation by summarizing the agreement ond scheduling a follow-up. This ensures both parties are clear on thve plon and demonstrates a commitment

"If I'm understonding you correctly, you're saying the deodline feels too tight becouse of delays from the other deportment. Is that right?"