

Assertiveness: “I” Messages

Goal: To express hurt feelings or distress, express a need, set a boundary, give feedback about another's behavior, and make a request.

An “I” message has 4 parts:

- 1. Behavior:** *What is happening around you? What is the other person doing? Be objective!*
- 2. Feeling:** *How does the person's behavior make you feel?*
- 3. Consequence:** *What happens for you as a result?*
- 4. Request.** *Make a request about how the other person can change their behavior.*

The following formula can be helpful:

“When you (*state behavior*), I feel (*state feeling*) and (*state consequence for you*). I would like _____ (*state request*).”

Example:

“When you interrupt me, I feel hurt, and it makes me reluctant to open up in the future. I would like it if you could please wait until I'm finished speaking to share your perspective.”

Practice:

When you _____ (behavior),

I feel _____ (feeling)

and _____ (result).

I would like _____ (request).