

Cheatsheet for The Assertiveness Workbook

Giving Your Opinion

Relax before you start.

Rehearse.

Don't signal lack of confidence.

Feel free to signal openness to other views.

Own your message.

Don't apologize for having an opinion.

You are not the source of all truth.

Don't intimidate.

Consider before justifying.

Don't let it slide.

Receiving Positive Feedback

A compliment is a gift to be accepted. It is not a bomb to be defused, nor a volleyball to be returned.

Thank you.

Thanks. I worked hard on that.

I'm glad you liked it.

Thanks. I appreciate that you noticed.

Thanks. I feel good about it too.

Giving Positive Feedback

Refrain from the false complement.

Avoid the backhanded compliment.

Complement behavior that has occurred.

Be specific.

Use shaping.

Receiving Corrective Feedback

Relax.

Avoid retaliation.

Hold back.

Consider your safety.

Don't demand perfection.

Validate their perceptions.

Validate their emotions.

Agree in part.

Listen and wait.

Narrow and specify.

Ask for clarification.

Explain without offering excuses.

Don't try to change their mind.

Thank the critic.

Respond to the style.

Ask for time.

Additional items from Messages.

Acknowledgement. *Yes. I was half an hour late for work today. My car battery died.*

Clouding. Use for statements that have a grain of truth but are intended mostly as insults.

- Agree in part. *Yes. I do work more than 40 hours a week.*

- Agree in probability. *It could be that I work too much.*

- Agree in principle. *You're right. If I work too much, I will burn out.*

Probing. *What is it that bothers you about [important part of feedback]?*

Giving Corrective Feedback

Choose your timing.

Watch the ratio.

Think before talking.

Talk one-to-one.

Frame the issue.

Be precise.

Include the positive in the message.

Give information, not advice.

Don't emote.

Paterson, R. J. (2000). The assertiveness workbook: How to express your ideas and stand up for yourself at work and in relationships. Oakland, CA: New Harbinger Publications.