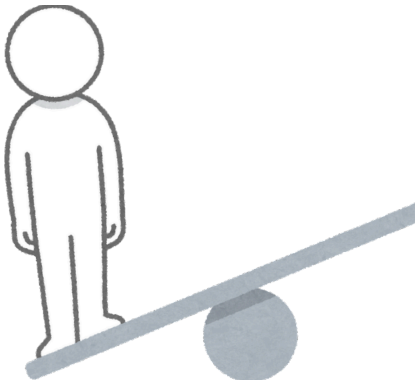


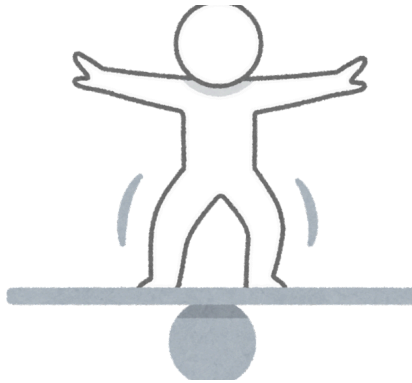
ASSERTIVE COMMUNICATION

ANNETTE KATCHALUBA, MSW, RSW



PASSIVE

- Thinking your needs don't matter
- Giving in
- Not talking or being heard
- Avoid conflict at all costs
- Allowing yourself to be bullied
- Not saying what you think
- Others respect you less
- Damages your self-esteem



ASSERTIVE

- Your needs matters like everyone else's
- Compromise
- Talking and listening
- Seeking fairness for all
- Keeping boundaries and standing up for yourself
- Make your point clearly
- People know where they stand
- Builds your self-esteem

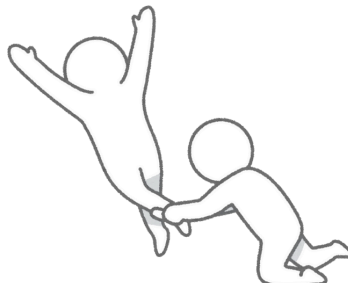


AGGRESSIVE

- Thinking only your needs matter
- Taking
- Talking over people
- Looking out for self
- Bullying others to get your way
- Aggression, shouting
- Creates distance from others
- Damages others self-esteem

PASSIVE AGGRESSIVE

- Thinking no one's needs matter
- Evasive
- Mixed and indirect communication
- Denial of real issues



- Alternate between victim and aggressor
- Revengeful and/or sarcastic
- Erodes trust and closeness
- Damaging to self and others

HOW TO BECOME MORE ASSERTIVE

**DON'T CONFUSE TRUTH-TELLING
WITH BRUTAL HONESTY.**

**ASSERTIVE COMMUNICATION
IS HONEST, KIND AND
CONSTRUCTIVE.**

THE BIFF RESPONSE METHOD

Four steps to an effective reply to hostile emails, texts, and other communications.

BRIEF:

Long explanations and arguments are ineffective.

INFORMATIVE:

Focus on straight information. Avoid arguing, defending yourself and emotions.

FRIENDLY:

Have a friendly greeting at the beginning and end of your message.

FIRM:

End the conversation with your response or offer two choices on an issue and request a reply by a set date.

APPLY IT TO LIFE:

Think of a recent situation at work, church or even at the grocery store when someone overstepped. What did you do? Discuss assertive responses to that situation.

Do you have an unmet need in a close relationship? Reflect on your approach. Is there a step you can take to express your need assertively?

JESUS IS OUR EXAMPLE

John 1:14 - Jesus came full of grace and truth.
Proverbs 15:1 - A gentle answer turns away wrath.

USE 'I' STATEMENTS

When you... (Describe what happened.)
I feel... (My feelings about a behaviour or situation.)
Because... (The effect it is having on me.)
So I need/would like... (My proposed solution or request.)

KNOW YOUR BOUNDARIES

Practice saying, "No" *before* you come to a breaking point.
Remember that clear boundaries help sustain relationship.

NOTICE TRIGGERS

Situations where we need to be assertive are often emotionally charged, leading us to fight, flight, or freeze mode.
Being aware of your mental state can help you take care to move to 'green brain,' which is when you can be assertive.

PRACTICE PEACEMAKING

Avoid the escape responses (passive) and the attack responses (aggressive).