

Assertiveness- The Four Step Process

1. Show you understand their point of view

(You may need to gather the facts, then ask questions and listen before starting to step.)

I know you're busy, but...
I can see it must be difficult to plan ahead, but...
I know you had good reasons for doing this, but...

2. Tell them how you feel

I don't like having to...
I'm not happy with...
It upsets me when you...
I feel guilt when I have to...
Im not comfortable with...
You have done x and it makes me feel...

3. Say what you want

Please can you...
I'd like you to...
Id like to suggest that we discuss...
So im afraid the answer is no

4. Check OK- get them to say "Yes"

Do you think that's reasonable?
Can you see what I mean?
Im sure you'd feel the same wouldn't you?
You can see my point of view can't you?

If the answer to step 4 is "No", and you have listened to the reason and you are still not happy, go back to step 1 and repeat the process.