

## What is Assertiveness?

**Believe** you have a right to express your needs, wants or opinions.

**Imagine** you were advising your best friend about what to do or say in the situation you are finding difficult

**Know What You Want To Say:** write down what it is that you are unhappy about and separate facts and emotions.

**Say It!** Don't hesitate or beat about the bush, come right out with it! Practice before you say it and check for appropriateness.

**Say exactly what you want or do not want**, so that there cannot be any confusion. Begin with the word 'I'. No long explanations are necessary.

**Do not let too much time pass** as this builds up apprehension. On the other hand, do not say it at the peak of your anger. Wait for that to pass.

**Manage your voice:** Keep a steady pace and even pitch. Manage your breathing so that you do not start to sound breathless.

**Maintain comfortable eye contact:** Look at the person you are talking to as you will get valuable information about their response and they will see that you are genuine

**Avoid Laughing Nervously:** Smile if it's appropriate, but if you giggle or laugh you won't look as if you mean what you say. This will confuse the person you are speaking to.

**Start Small:** Progress to more difficult situations and people