

## ASSERTIVENESS TIPS AND TECHNIQUES

### Asking for something

- Keep it brief
- Be direct, don't beat around the bush
- Don't apologise for asking (but do respect the other person's right to say no)
- Don't flatter and flutter
- If you give a reason for asking, keep it brief

### Saying no

- Believe that you can say no
- Keep it brief
- Acknowledge the other person "Thank you for asking me..."
- Take responsibility for saying no, "I'd rather not"
- Avoid "I can't..." phrases because they can sound like excuses
- Don't feel you have *got* to give a reason, but if you do give a reason, give the true reason.
- Don't apologise profusely (but you might want to say, "I'm sorry, it won't be possible today...")
- Don't be abrupt, ensure that your body language is open
- Don't get bullied into agreeing - use the broken record technique – just repeat yourself (don't get drawn into elaborate justifications for your position)

### Disagreeing

- Believe that it is OK to disagree
- Remember, you have a right to your opinions, and others have a right to their opinions
- Be clear that you are disagreeing, don't leave people wondering where you stand, 'I don't agree with that', 'I can't go along with that'; but be clear if there are things you do agree with as well.
- Give reasons
- Don't make personal attacks