Assertiveness Contains:

1. **A description of the situation as you see it.** Be specific about time and actions. Don't make general accusations. Focus on behaviors not motives.

2. **A description of your feelings.** Use "I" messages. "I feel _____ because _____". To remain focused and less emotional, try thinking of positive feelings related to your goals and not resentment of the other person.

3. **A description of the changes you'd like made.** Be specific about what should stop and what should start. Make sure your request is reasonable and do-able. Be willing to make changes in return.

Assertive Communication Behaviors

- State feelings, needs and wants.
- Good eye contact & straight posture.
- Active listening.
- Positions and decisions are made clear.
- Confrontation is assertive, not passive and not aggressive.

Being Assertive

- Use of factual descriptions instead of judgments.
- Avoiding exaggerations.
- Using "I" and not "You".
- Expressing thoughts, feelings and ownership (taking responsibility for your part).

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