



## HOW ASSERTIVE ARE YOU?

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- Assertiveness is the ability to express yourself and your rights without violating the rights of others.
- Acting assertively will allow you to feel self-confident and will generally gain you the respect of your peers and friends.
- Assertiveness will improve your decision-making ability and possibly your chances of getting what you really want from life.
- Non-assertive behavior and having a passive nature lets others get into your space. Soon you will be left with no opinion of your own and you will have to do many things you do not want to do but are afraid to say no to.
- Assertiveness does not mean being selfish. Selfishness means that you are worried only about your rights and don't care for others' rights. Selfishness leads to aggressive behavior.
- Being assertive does not mean being aggressive. Aggressiveness leads to conflict. Being assertive leads to better and smoother relationships.

### The Correct Language for Assertiveness:

1. Be direct. Speak to the right person you intend passing on the message to and not to others.

- *"I want to..."*
- *"I don't want you to..."*
- *"Would you...?"*
- *"I liked it when you did that."*
- *"I have a different opinion, I think that..."*
- *"I have mixed reactions. I agree with these aspects for these reasons, but I am disturbed about these aspects for these reasons."*

2. Deliver every message as your own opinion or feeling: *"In my opinion this is a wrong thing to do,"* sounds better than *"This is wrong"* or *"You are wrong"*.

3. Find out if your message is understood as it sounds... *"Am I clear?"* or *"I hope you have understood..."* reinforces your message, so that you are not misrepresented or misunderstood later.

4. Use non-verbal communication like eye-contact, voice tone, facial expression and posture to influence your impact on others.

5. At times when you feel that someone is not ready to listen to you, you may use language like... *"If you...then I would be forced to..."* Explain clearly how you feel about a certain behavior and what you would do if it is not corrected.