

presents **TEN** *tips*
on
Assertiveness



1

State what you want clearly - speak in the first person.

2

Keep your voice low but firm - avoid hesitancy.

3

Stay calm and relaxed - do not get drawn into an emotional response.

4

Express your feelings candidly and clearly, so the other person knows where you stand.

5

Use as few words as possible - avoid going into lengthy explanations.

6

Give and take compliments in a relaxed manner.

7

Give and take fair criticism.

8

Don't give a long list of excuses or explanations.

9

If someone is angry, it is their problem. Deal with the issue, not the anger.

10

Don't look for new ways of arguing. Simply repeat what you believe, have decided, or intend doing - and keep repeating it.