

ASSERTIVE COMMUNICATION

Step #1 Deal with the emotions first!

- Calm the person down if possible.
- If possible, get them out of the situation to talk.
- “Give them ‘time out’ to talk.”

Step #2 Listen carefully and respond with empathy and ask questions about the specifics of the problem.

- Let them know you are hearing their concerns
 - “I understand why that would bother you...”
 - “Tell me where you are coming from...”
 - “Help me understand what you are thinking.”
 - “Can you tell me more about that?”

Step #3 Restate the Issue so they know you have heard them.

- Be as objective as possible.
- Use their own words.

Step #4 Consistent non-verbals that match your verbal messages.

- Don't apologize
- Don't be shy, be confident in what you have to say.
- Don't be overly aggressive with you opinion relative to theirs!

Step #5 Challenge them to shift a bit and look again at the issue.

- “I see your point, but I need to challenge you to think about the way you delivered your message just now.”
- “Have you considered their side of things?”

Step #6 Reach agreement if possible and let them know what to expect in the future.

- Brainstorm alternate ways to accomplish the same goals.
- Offer choices or alternatives that don't detract from the community or other's rights.
- Review your expectations for future behavior or problem-solving tactics.