



ASSERTIVE COMMUNICATION WORKSHEETS



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ASSERTIVE COMMUNICATION

SPEAK YOUR TRUTH WITH CONFIDENCE, NOT AGGRESSION

Definition:

Assertive communication is characterized by confidence, clarity, and respect for oneself and others. People who use this style express their thoughts and feelings clearly while considering the rights of others.

Passive

- A passive person is like a turtle who hides in their shell to avoid conflict
- They don't say how they feel and often don't say "no"



Aggressive

- An aggressive person is like a snake, coiled and ready to attack when angry
- They demand others to do as they say and are quick to blame others



Passive Aggressive

- A passive-aggressive person is like a fox, hard to know how they really feel
- They appear to be passive, but are actually angry deep down



Assertive

- An assertive person is like an owl, wise and even-tempered
- They want everyone to feel respected and come to a compromise



ASSERTIVE COMMUNICATION

EXPRESS YOUR NEEDS, RESPECT YOUR BOUNDARIES

TIPS TO HELP YOU BE MORE

ASSERTIVE



01.

Make use of your body language.

Communication is not limited to verbal exchanges. Even if you aren't feeling confident, maintain your composure. Put yourself in front of a mirror or practice forceful body language with a friend or colleague.

02.

Evaluate your personal style.

Do you express yourself or do you keep your ideas to yourself? Do you accept additional labor even though your plate is already overflowing? Before you begin to make adjustments, you must first understand your own personal style.

03.

Make it a habit to say no.

If you have a hard time saying no to requests, try saying, "No, I'm sorry, but I'm not able to do that right now." Don't dither - just get to the point. If you must provide an explanation, keep it brief and to the point.

ASSERTIVE AFFIRMATION

CLEAR COMMUNICATION IS THE KEY TO MUTUAL UNDERSTANDING

I have the right to say no without justifying my decision to others.

I have the right to ask for support.

I have the right to communicate my needs.

I have the right to sometimes put myself first.

I have the right to sometimes let people down.

I have the right to feel and express my emotions.

I have the right to choose not to respond to a situation.

I have the right to my own opinions, values and beliefs.

I have the right not to take responsibility for other people's problems.

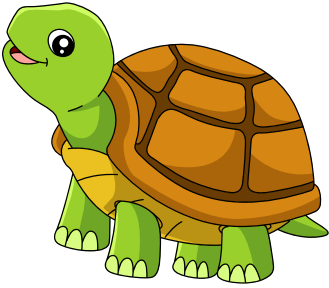
ASSERTIVNESS

RESPECT OTHERS' VIEWS, BUT HONOR YOUR OWN

When you are..

It **looks** like

It **sounds** like



PASSIVE

- Lack of eye contact
- Looking down
- Not expressing your feelings or needs
- Avoiding problems

- I'm okay with whatever you want
- People don't think about my feelings.
- It's fine. I don't want to get anyone in trouble.



AGGRESSIVE

- Eye rolling
- Finger pointing
- Angry or forceful words
- Focused on your needs
- Rude or bossy

- This is what we're doing.
- You can't play with me if you don't play this game.
- Statements that begin with "You"



ASSERTIVE

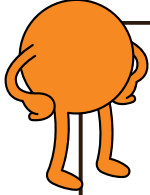
- Making eye contact
- Calm but firm voice
- Respecting your rights and the rights of others

- I don't want to play soccer.
- Do you want to play football instead?
- I feel sad when you say I can't play. Statements that begin with "I"

BARE ASSERTIONS

SPEAK UP, BUT WITH RESPECT FOR ALL PERSPECTIVES

Temper these bare assertions by impersonalising them.



Bare Assertion

Example:

That's a great film!

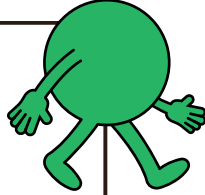
Trust me!

That's just the way it is.

Buddy is the best player ever!

You should believe me because I said so.

Nobody should ever leave home without a job!



Tempered Statement

It could be said that it is the best film this year.

" I FEEL" STATEMENT

SAY IT WITH CLARITY, HEAR IT WITH EMPATHY

I Feel...when

Q. Complete the sentence.

a. I feel happy when _____

b. I feel sad when _____

c. I feel angry when _____

d. I feel excited when _____

" I FEEL" STATEMENT

YOUR VOICE MATTERS—COMMUNICATE IT CLEARLY

I feel _____ **when**
_____ **because**
_____ .

"I feel" statements are a great way to share your feelings without pointing fingers at the person you're talking to.



COMMUNICATION EXERCISE

BE DIRECT, BE CLEAR, BE RESPECTFUL

What does being assertive mean to you?

How do you manage your emotions when speaking with others?

How do you express your opinions and ideas when engaging with others?

Practice!

Tip: Before responding, consider what your wants and needs might be in each situation.

"I won't be able to drive you to the airport tomorrow. I know I have promised you, but I'm so tired and want to rest."

Assertive Response:

"Can you cover my daily chores tomorrow? I know you planned to hang out tomorrow, but you can do the chores before you go, right?"

Assertive Response:

COMMUNICATION EXERCISE

SAY IT WITH CLARITY, HEAR IT WITH EMPATHY

Scenario	Your boss asks you to stay late, while everyone else leaves. You're always the one who stays late, and tonight you have plans.
Passive	
Agressive	
Assertive	

Scenario	Your partner left a mess in the kitchen and you're too busy to clean.
Passive	
Agressive	
Assertive	

Scenario	You're at a restaurant, and the server brought you the wrong dish.
Passive	
Agressive	
Assertive	

Scenario	A friend showed up at your house uninvited. Usually you would be happy to let them in, but this time you're busy.
Passive	
Agressive	
Assertive	

COMMUNICATION CHECKLIST

COMMUNICATE WITH PURPOSE—ASSERT, DON'T ATTACK

AS YOU READ EACH QUESTION, SIMPLY TICK "YES" IF YOU AGREE OR "NO" IF YOU DISAGREE WITH THE STATEMENT. ADD THE "YES" RESPONSES TO FIND THE TOTAL. THE STYLE FOR WHICH YOU HAVE THE MOST "YES" ANSWERS IS YOUR DOMINANT COMMUNICATION STYLE.

I TRY TO AVOID CONFLICT EVEN IF THAT MEANS
NOT EXPRESSING WHAT I FEEL

YES

NO

☐☐

I DEFER TO OTHERS TO MAKE DECISIONS

YES

NO

☐☐

I AM SOFT SPOKEN AND STRUGGLE WITH
MAKING EYE CONTACT

YES

NO

☐☐

I OFTEN FEEL MISUNDERSTOOD

YES

NO

☐☐

I'M UNCOMFORTABLE MAKING MY NEEDS,
WANTS, AND DESIRES KNOWN

YES

NO

☐☐

I FEEL THAT OTHERS INFRINGE UPON MY
RIGHTS

YES

NO

☐☐

I FEEL PEOPLE WON'T TAKE MY NEEDS
SERIOUSLY

YES

NO

☐☐

I TEND TO GIVE IN TO OTHER PEOPLE'S PLAN

YES

NO

☐☐

Passive: _____

Score: _____

THINK BEFORE YOU SPEAK

YOUR OPINION COUNTS, SPEAK IT WITH CONFIDENCE

THINK

before you speak

T

Is it **T**True?

H

Is it **H**Helpful?

I

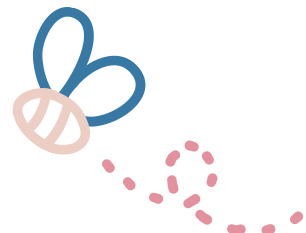
Is it **I**Inspiring?

N

Is it **N**Necessary?

K

Is it **K**Kind?



SOCIAL SKILL

YOUR OPINION COUNTS, SPEAK IT WITH CONFIDENCE

Starting a Conversation

Read below for things you can say or ask to start a conversation!

Introduce yourself

Hi! My name is Eliza. What's your name?



Say something about the location, activity, or event that you're at

Make a comment or ask a question about something they're doing

I see you really like watching the basketball game. Who do you want to win?



This is a pretty cool park. Have you been here before?

Talk about something you both have in common

It looks like we're both reading the same book. What's your favorite one in the series?



Give them a compliment

Cool shirt! Where'd you get it?

Ask for information

Do you know how many cookies we're allowed to have? They're really good! Have you had them before?

Ask them about something new they might be interested in

Did you hear about the new movie coming out this Friday?

SOCIAL SKILL

YOUR OPINION COUNTS, SPEAK IT WITH CONFIDENCE



What Could You Say?

Sometimes, when you talk to someone, you want to tell the truth, but you also don't want to make them feel bad. Look at the examples and think about what you could say in each situation.

Your dad makes dinner for the family, but you think it tastes gross. What could you say?



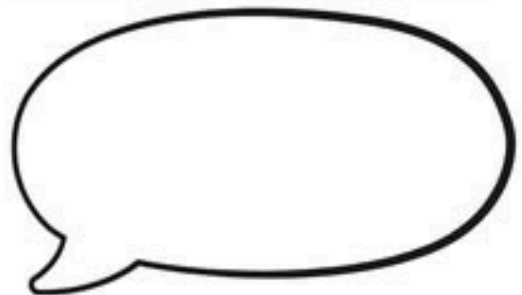
Your friend asks if you like her haircut, but you think it looks pretty bad. What could you say?



Your friend shows you his new toy that he's excited about. You don't think it's cool at all. What could you say?



Your mom buys you a bike, but when she brings it out, you see that it's your least favorite color. What could you say?



You're choosing teams at recess, but you don't pick your friend because they're not very good. They want to know why. What could you say?



Your sister is back from summer camp. She says, "Let me tell you all about it!" You don't really care to hear it. What could you say?

