

Assertive Communication Tips:

1. **Create Win-Win Situations, Instead of I Win – You Lose:** Mutually beneficial situations where all parties should feel satisfied with the outcome.
2. **Be Prepared to Negotiate:** Be open to finding mutually beneficial solutions through negotiation and compromise. Focus on finding common ground and exploring alternative options that address everyone's needs.
3. **Use Assertive Language:** Use assertive language that is firm, yet respectful. Avoid aggressive or passive language, such as blaming, criticizing, pretending to agree, or apologizing excessively. Express your opinion honestly. Use facts and not judgements or assumptions.
4. **Use Assertive Body Language:** Pay attention to your body language and posture. Stand or sit up straight and use open gestures such as facing the person directly, maintaining an open stance, and using expressive hand movements.
5. **Use "I" Statements:** Start sentences with "I" to express your thoughts, feelings, and needs directly. For example, say "I think", "I feel" or "I need" instead of blaming or accusing others. Avoid "you" messages.
6. **Be Clear and Specific:** Clearly state what you want or need and be specific about your expectations.
7. **Stay Calm and Relaxed:** Maintain a calm and composed demeanour, even in challenging or confrontational situations. Take deep breaths and use relaxation techniques to manage any feelings of anxiety or tension. Pay attention to your tone of voice.
8. **Maintain Eye Contact:** Make eye contact with the person you're speaking to as it conveys confidence and sincerity. However, be mindful not to stare excessively, as it can come across as aggressive. Be aware of cultural differences, direct eye contact may be a sign of disrespect.
9. **Listen Actively:** Practice active listening by giving your full attention to the person who is speaking, nodding to show understanding, and paraphrasing their message to ensure clarity. Show empathy and validate their perspective, even if you disagree.
10. **Stay Focused on the Issue:** Stick to the topic at hand and avoid bringing up unrelated issues or getting sidetracked by emotions. Keep the conversation focused and constructive.
11. **Set Boundaries:** Clearly communicate your personal boundaries and limits and assert them when necessary. Respect others' boundaries as well.
12. **Practice Empathy:** Try to understand the other person's point of view and feelings, even if you disagree with them. Empathize with their perspective and acknowledge their emotions before expressing your own.
13. **Take Responsibility For Your Own Actions:** Acknowledge and own your mistakes and make amends by taking corrective action when necessary.
14. **Practice Assertiveness Regularly:** Assertive communication is a skill that improves with practice. Look for opportunities to assert yourself in various situations, both personally and professionally.