

## A checklist to help you implement assertiveness skills.

This assumes that you are not caught unawares – if you are, then implement your “**Immediate Reaction Plan**” eg a) express your **position** b) and **feelings** c) and **delay** your response to another time, so that you are not forced into a cornered position.

### Formula 1      P\*F\*D

a) **PREPARATION** ( You do this by yourself or in discussion with a friend )

- Identify your **healthy negative emotions (HNE)** about the event eg sorrow and anger.
- Identify the specific **behaviour or trigger (T)** that upset you eg aggressive language from boss about not meeting a target.
- Identify your **compromise position. (C)**
- Write out the **key words (K)** that you want to use. Do not rehearse a speech. Just identify key words that you can use as the skeleton for your point of view. If they are in your head they will more easily come eg “feel disappointed, unsatisfactory quality of garment, want to return and have replaced.”
- Consider the **timing and place (TP)** of your meeting. Be on terms that you feel happy with. Avoid public places, corridors, offices, and toilets. Plan it so that you are not interrupted. Turn mobile off. Example. Midweek visit to M and S and not a Saturday.

### Formula 2      HNE\*T\*C\*K\*TP

**b) FOCUS AND REPETITION (Putting the above into practice.)**

Once your assertive conversation has started, don't allow others to hi-jack the agenda by using irrelevancies, past history and personal attack. Focus on identifying your **feelings (F)**, then **what (W)** you are not happy about and your **compromise position.(C)** If necessary **repeat (R)** so that your viewpoint is reinforced.

**Formula 3      F\*W\*C\*R**

**c) INTERACTION SKILLS (body language and communication skills to be used above)**

Open body language, posture, eye contact, smiles, active listening, pauses, reflection, verbal prompts, and open questions, avoid negative language and sarcasm, agree when appropriate, request details and examples, self-disclosure.

**d) THE COMPROMISE.**

Be sure that you **know what you want**, check out the other person's goal, be flexible, set appropriate **time limits** and assess that the compromise is worthwhile to both parties. A compromise does not have to be a half-way position. It depends upon your **interests**. Sometimes, things don't work out but you have established your **integrity** and asserted your sense of worth. The other person will have noted this and a future conflict may not arise. If it does, the other person may treat you differently and with respect.

**ASSERTIVENESS >>>> CONFIDENCE >>>> SELF-ESTEEM**

