

## Assertive Communication Tips

**Effective communication is not just about what you say, but also about how you say it. The goal is to intentionally choose a response that is respectful of everyone involved, while maintaining good relationships, and getting what you want out of a situation.**

### COMMUNICATION STYLES

#### **Aggressive/Hostile:**

When you respond to a situation with hostility or aggression, you may get what you want in the short-term and feel that you respected yourself by standing up for your rights, but you disrespected the other person. This kind of response usually leads to negative consequences, like damaged relationships.

#### **Passive/Avoidant:**

When something bothers you and you avoid speaking up for yourself, you may feel that you are being respectful to the other person or are avoiding a conflict. Though really you may end up resentful that you didn't get what you needed from the situation.

#### **Assertive/Respectful:**

An assertive response is where you respect yourself and the other person by explaining what you want in a way that is not confrontational or disrespectful. Communicating this way can help you get along better with others and make it more likely to get what you want in a situation.

**Remember, assertiveness doesn't guarantee that you will get what you want or that the other person will understand your concerns or be happy with what you said, but it does improve your chances.**

### CONFLICT RESOLUTION MODEL

**The Conflict Resolution Model is a five-step approach for communicating assertively and resolving conflict. The five steps of the Conflict Resolution Model can help you develop assertive responses.**

#### 5 STEPS OF THE CONFLICT RESOLUTION MODEL

1. Identify the Problem: What is the current problem or conflict?
2. Identify the Feelings: What emotions are you feeling about the conflict?
3. Identify the Specific Impact of the Problem: How is the problem or conflict affecting you?
4. Decide to Let the Conflict Go or Resolve it: Is the conflict important enough to bring up?  
Will you feel angry or resentful if you don't address it?
5. Address and Resolve the Conflict: Discuss your understanding of the problem and your feelings with the other person and work together to resolve it.