



Assertive Behavior

Assertive Behavior includes standing up for your rights without infringing on the rights of others. Assertive behavior results in an "I win; you win" outcome. Assertion involves expressing beliefs, feelings and preferences in a way which is direct, honest, appropriate and shows a high degree of respect for yourself and for others.

"When you talk, I can't hear the movie. Please keep it down."

"I really like it when you wear that shirt. You look great!"

Passive / Nonassertive Behavior is when someone gives up their own rights and (directly or indirectly) defers to the rights of another person. Passive behavior results in an "I lose; you win" outcome. Passive behavior includes violating your own rights through inaction or by failing to express your thoughts, feelings or desires.

"We can do whatever you want. Your ideas are probably better."

Aggressive Behavior is when someone stands up for their own rights without regard for others. Aggressive behavior results in an "I win; you lose" outcome. Aggression is self-expression that demands, attacks or humiliates other people, generally in a way which shows lack of respect for others.

"Hey, I'm in a hurry. Get out of my way."

Passive-Aggressive Behavior occurs when someone acts out aggressive impulses in an indirect way. When people act passive-aggressively, they attempt to get what they need or want indirectly or manipulatively. Passive-aggressive behavior is an indirect attempt to control or punish others.

"I'm sorry I'm so late. I didn't realize this was such a big deal."

"Oh, don't bother, I'll just have to do it myself."

Assertive Behavior is: Self-Expressive; Honest; Respectful of the Rights of Others

Direct and Firm; Socially Responsible; Learned, not Inborn

Equalizing - benefiting self, other and relationship

Verbal - includes feelings, thoughts, desires, rights, facts, opinions

Nonverbal - eye contact, voice, posture, facial, gestures, timing

Appropriate - for the person, culture and situation

Assertiveness Script: "When you ____(behavior)___ , I feel / think _____ ; So, I would like ____(new behavior)___ ."



Types of Assertion

Basic Assertion

Simple expression of standing up for personal rights, beliefs, feelings or opinions.

Example: When being interrupted, "Excuse me, I'd like to finish what I'm saying."

Empathic Assertion

Recognition of other person's situation or feelings followed by another statement standing up for speaker's rights.

Example: "I know you are feeling angry and frustrated while you wait for a response. But, the best I can do is give you a ballpark estimate of how long it will take."

Escalating Assertion

Start with a "minimal" assertive response... Other fails to respond... Gradually escalate the assertion?-- increasingly firm without being aggressive.

Example: From the first example, "I know what you have to say is important but I really want to finish what I was saying." "I really want to finish before you begin to speak."

Confrontive Assertion

Describe what was to be done... Describe what actually occurred... Express what you want.

Example: "I told you to complete the forms by November 15, and you agreed to do so. Now it is January 15 and you are telling me that you forgot the forms but you still expect to complete our business on time. What is it that you want me to do?"

I-Language Assertion

Description of behavior: "When you _____,"

How it affects you life: "It affects _____,"

Describe your feelings: "and I feel _____;"

Describe your desire: "Therefore, I would like _____."

Example: "When you shout the effect is I am unable to work with you and I feel angry. Therefore, I would like for you to stop shouting and tell me what you want."

Positive Assertion

Expressing positive feelings about yourself or someone else.

Examples: "I'm glad you came back to see me." "I did a good job working with that upset student."

Repeated Assertion

Sometimes called "Broken Record." Opposite of escalation. Simple, calm, repetition--saying what you want over and over again, rote repetition.

Example: "You said you would complete this form and there is missing information."...A sarcastic reply... "The form has not been completed." ...Another comment... "I have to have this form completed."

Fogging Assertion

Acknowledging possibility of truth to what other person is saying--agreeing in concept but not necessarily in fact.

Example: "I know these rules may appear to make no sense, but they are the procedures I must use."