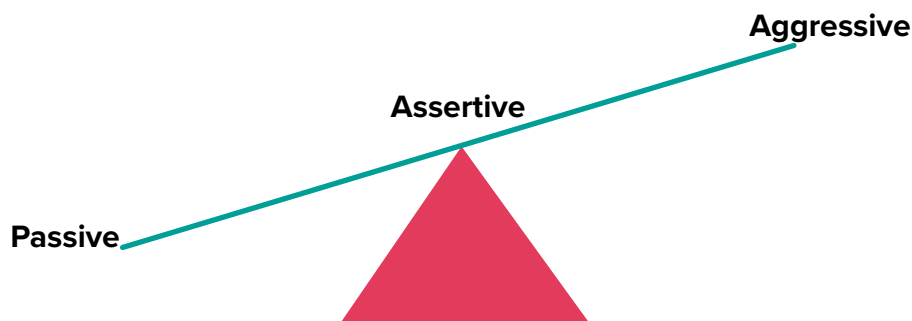


## Assertive communication

Communicating assertively means clearly and calmly expressing what you want without being either too passive or too aggressive. Learning to communicate assertively doesn't guarantee you will have your needs met but it does make it more likely, and it can improve your relationships with other people.



Passive	Assertive	Aggressive
Thinking your needs don't matter at all	Recognising that your needs matter as much as anyone else's	Thinking that only your needs matter
Give in	Compromise	Take
Not talking, not being heard	Talking and listening	Talking over people
Trying to keep the peace	Making sure things are fair – for your and others	Looking out for yourself
Allowing yourself to be bullied	Standing up for yourself	Bullying others
Not saying what you think, or not saying anything	Express your point clearly and confidently	Can lead to shouting, aggression or violence
Damages relationships – other people respect you less	Enhances relationships – other people know where they stand	Damages relationships – other people don't like aggression
Damages your self-esteem	Builds your self-esteem	Damages your self-esteem

## Tips for communicating assertively

- Use 'I' statements
- Be clear and direct: "I would like you to help me plan the meals this week", "It was really helpful when you asked how my food diary was going, I'd like you to do this each week."
- Describe how the other person's behaviour makes you feel
- This makes other people aware of the consequences of their actions: "I feel like giving up when you criticise what I eat."
- Stick to your guns - the broken record technique
- This involves thinking about what you want, preparing what you might say, then repeating it as necessary: "I have had enough thank you, I don't want seconds...yes, but I still don't want seconds...I've heard what you have said but I still don't want seconds."