

ASSERTIVE

TECHNIQUES

Try these communication techniques to get results with other people.

1

SIGNPOSTING

Tell the other person where you are going in the conversation.

"I want to summarize what I've heard."

"I'm asking questions to be clear."

2

SELF-DISCLOSURE

Share info about your personal preferences.

"That concerns me."

"I feel uncomfortable when you speak that way."

3

BASIC ASSERTION

State clearly what you want, think or feel.

"I need two hours to work on this."

"I think we need to get other involved."

4

EMPATHY

Let someone know you appreciate their position.

"I realize how hard this is for you."

"You've had a rough time lately."

5

WORKING COMPROMISE

Share where you are flexible and can consider other options.

"We can incorporate your ideas."

"I'm not tied to specific details."