

# Assertiveness Techniques

## What is assertiveness?

Assertiveness is being able to communicate your thoughts, feelings, and needs in a direct and respectful manner whilst also respecting the rights of others. Here are some techniques to help you be more assertive:

1

Use “I” statements. Using statements that start with “I” rather than “you” when expressing your thoughts, feelings and needs, can feel less blaming and less aggressive.

2

Keep your voice calm, clear and steady. Tone of voice is important when being assertive.

3

Use active listening by giving your full attention to the other person, maintaining eye contact, and reflecting what they are expressing.

4

Express yourself clearly. Assertiveness involves being clear and concise. Avoid using vague language.

5

It is important to have boundaries and say no assertively to requests without feeling guilty.



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6

Body language including maintaining eye contact and having good posture is helpful for communicating assertiveness.

7

Practice self-care. Making sure that you eat well, sleep enough, exercise and having enough down time are really important to feel well enough to be assertive.

8

If the above techniques are not working, you can use the broken record technique where you keep saying what you want over and over again calmly.

## Accessing support for your mental health

For personalised support with a psychologist or therapist, you can contact us on [07 3254 0333](tel:0732540333) to request an appointment through your Employee Assistance Program. For more information visit [www.axisclinic.com.au](http://www.axisclinic.com.au)