

**Employee Assistance Programs**Mental Health Tip Sheets

Mental Health Tip Sheets

## 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:

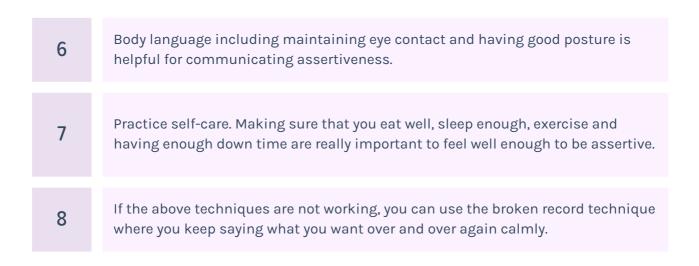
- Use "I" statements. Using statements that start with "I' rather than "you" when expressing your thoughts, feelings and needs, can feel less blaming and less aggressive.
- 2 Keep your voice calm, clear and steady. Tone of voice is important when being assertive.
- Use active listening by giving your full attention to the other person, maintaining eye contact, and reflecting what they are expressing.
- Express yourself clearly. Assertiveness involves being clear and concise. Avoid using vague language.
- It is important to have boundaries and say no assertively to requests without feeling guilty.





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## Accessing support for your mental health

For personalised support with a psychologist or therapist, you can contact us on <u>07 3254</u> <u>0333</u> to request an appointment through your Employee Assistance Program. For more information visit www.axisclinic.com.au