

## -Assertion-

### *What is Assertion?*

Assertion is standing up for your rights and feelings while respecting the rights and feelings of others.

Assertion is used when your emotional level is high. It does no good to passively respond to something because it must at some time be dealt with. If you don't assert with the boss then s/he risks not getting the feedback they require to change. You don't grow without feedback; its a simple law of human behaviour.

Assertion can be uncomfortable to begin with. To the passive, it appears too impolite or too harsh. On the other end of the scale is the aggressor. They get their needs and feelings met with little or no regard of others thoughts and feelings. These people have a strong sense of time urgency and find assertion too soft. The middle ground between these two is assertion; getting your own needs and feelings met while respecting the rights and feelings of others.

### *The Three Part Assertive Response*

This is a sentence format which usually starts the sentence with "*I know*" and acknowledges the other's feelings. The second part acknowledges the facts and starts with the word "*but.*" The third part states what you want to happen or offers an alternative and starts with the words "*so.*" For example, you have a friend who you work with and s/he comes into your office everyday and goes on negatively about the boss, the policies, their unhappy home life etc. What do you say? This is a tough one. "*I know* that you are down at the moment and a lot of things are going wrong at home and work (acknowledging feelings) *but* us talking about it everyday is beginning to affect my enjoyment at work (stating the facts) *so* I need for us not to discuss things like this and I think our relationship needs some positive time" (stating what you want).