



ERASMUS+ KA220- YOU – Cooperation partnerships in youth.
“CURIE – Changes for youth education in relationship management with Emotional Intelligence” - 2023-1-IT03-KA220-YOU-000160281

SKILL 8: ASSERTIVENESS

Theoretical concept:

In today's world, the way we interact and relate to others on an interpersonal level is highly relevant. We live in a social environment where the skills we possess to understand and empathize with others, as well as to express or communicate our opinions and feelings, play a crucial role in developing a healthy relationship. Assertiveness is oriented toward both effective and affective communication. It is related to the ability to generate pleasant feelings and practice values essential for coexistence, such as empathy and honesty. It involves being able to speak in the first person, taking responsibility for what one thinks, feels, needs, and desires. Assertiveness training helps reduce discomfort, as it teaches us to defend and assert our rights without aggression, and without being aggressive or passive. It also allows us to increase our ability to communicate our opinions or feelings effectively without feeling bad about it. Developing assertiveness requires practice and continuous reflection. Regularly using these exercises can help strengthen your ability to communicate effectively and respectfully, thereby improving your personal and professional relationships. Below are some exercises to develop and strengthen assertiveness:

Assertive Response Practice

- **Role-playing:** Practice common situations with a friend. Rehearse assertive responses for various scenarios, such as saying no to an unreasonable request, expressing a complaint, or asking for a favor.
- **Assertive Phrases:** Prepare and memorize assertive phrases you can use in



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difficult situations. For example, “I feel uncomfortable when you do that,” or “I prefer doing this another way.”

Improving Non-Verbal Communication

- **Posture and Eye Contact:** Practice maintaining an upright posture and making direct eye contact when speaking. This conveys confidence and assertiveness.
- **Tone of Voice:** Work on maintaining a calm and firm tone of voice. Avoid speaking in an aggressive or passive tone.

Assertive Communication Techniques to Say No:

Broken Record Technique: This involves saying no as many times as needed, without getting angry, without deviating from the topic, and without responding to manipulative attempts. Example:

“No thanks, I don’t want to...”

“Sorry, but you know I can’t...”

“No, don’t confuse me, I said no.”

Fogging Technique: Yielding ground, but without agreeing to the proposal.

Each criticism or situation will be evaluated from the perspective of the person making the judgment. Example:

“You may be right, but I’m not going to...”

“Maybe you all think the same way, but I don’t.”

“I might be wrong, but I might not be either.”

Assertive Delaying: When you’re unsure whether you want something or not, you need to take time to think and ask for a delay. Example:

“Well, we’ll see.”

“I can’t give you an answer right now, let’s talk tomorrow.”



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“Maybe yes, but not today, maybe another day.”

“I’ll think about it.”

Mirroring Technique: Make the other person see what they’re saying to you.

Reflect their attempt at manipulation. Example:

“So, if I don’t do this, I’m boring?”

“So, if I don’t go... I’m ruining the party?”

Viable Commitment: Assertive negotiation, seeking solutions that satisfy both parties. Example:

“What do you think if, instead of going with them, we go to...?”

“Why don’t we buy something to eat or go to the burger place instead of just getting drinks?”

“No, forget it, let’s go to...”

Assertive Feedback

- **Constructive Feedback:** Practice giving constructive feedback assertively. Use the formula: “When you [action], I feel [emotion], because [reason]. I would prefer [solution].”

- **Requesting Feedback:** Ask for feedback assertively to improve your communication skills. For example, “How do you think I handled the meeting today? Is there anything I could improve?”

These techniques help build a respectful and effective communication style that fosters healthy interpersonal relationships and promotes emotional well-being.



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Being Assertive



1. Say how you feel

2. Describe what has happened

3. Say what you need


You are being assertive!



HOW TO BE ASSERTIVE

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Identify your needs – everyone has needs and yours ARE valid

Be clear with the other person – this might take some courage

Look for a win-win and be positive in the exchange

Listen carefully to the other person and try to see things from their perspective

Offer solutions to issues that come up

Aim for collaboration to get a win-win outcome for you both

Watch your body language

- ◆ Assertive people:
- ◆ Make eye contact
- ◆ Have congruence in facial expressions
- ◆ Have an upright posture

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Source: <https://jennynurick.com/how-to-be-assertive/>

Bibliographic References:

Alberti, R., & Emmons, M. (2017). *Your perfect right: Assertiveness and equality in your life and relationships*, 10th ed. Oakland, CA: Impact Publishers