

## Top Ten Tips of Assertiveness

1. Plan Ahead
2. Use correct non verbals
3. Use “I” statements
4. Focus on behaviors, not the person
5. Focus on the solution, not the problem
6. Know what you want
7. Use active listening skills
8. Be confident and caring
9. Be honest
10. Be specific

**Tip: You don't have to be rude to be assertive.**

## The Four C's of Assertiveness

1. Keep cool.
2. Consider the other person's side of the matter.
3. Communicate clearly what the situation is.
4. Use correct timing. Be assertive in the right place and at the right time.

## Four Assertive Ways to Make a Request

1. **Direct Assertion**  
Be sure to clarify in your own mind what you want before you make the request.  
“I think...”  
“I need...”
2. **Empathetic Assertion**  
Try to show that you understand that the person you are speaking with may also have a problem.  
“I understand that... but...”  
“I realize that... and yet...”
3. **Mixed Feeling Assertion**  
Use this type of request when you are ambivalent about a subject.  
“In most ways I... and yet...”  
“Part of me says... but another part says...”
4. **Confronting Assertion**  
Use this approach when someone has failed to follow through on an agreement.  
“You said you would... but instead you...”

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## Assertiveness



How to get what you want while respecting others and yourself.

# THREE TYPES OF INTERPERSONAL BEHAVIOR

## Aggressive Behavior

A person stands up for their own rights in such a way that the rights of others are also violated. Aggressive behavior humiliates, dominates, or puts the person down rather than simply expressing one's own emotions or thoughts. It is an attack on the person rather than the behavior.

## Non-Assertive Behavior

Enables a person's rights to be violated by another. This can occur in two ways: first, you fail to assert yourself when another person infringes on your rights. Second, the other person does not want to infringe on your rights, but your inaction allows an inadvertent violation. This person inhibits honest, spontaneous reactions and typically feels hurt, anxious, and sometimes angry as a result of being non-assertive in a situation.

## Assertive Behavior

A person stands up for their legitimate rights in such a way that the rights of others are not violated. It communicates respect for that person's behavior. Assertive behavior is an honest, direct, and appropriate expression of one's feelings, beliefs, and opinions.

	Non-Assertive	Assertive	Aggressive
<b>Characteristics of the Behavior:</b>	Does not express wants, ideas, and feelings or expresses them poorly	Expresses wants, ideas, and feelings in direct and appropriate ways	Expresses wants, ideas, and feelings at the expense of others
<b>Your feelings when you act this way:</b>	Anxious, disappointed with yourself; often angry and resentful	Confident, feel good about yourself at the time and later	Self-righteous, superior; sometimes embarrassed later
<b>Other people's feelings about themselves when you act this way:</b>	Guilty or superior	Respected or valued	Humiliated or hurt
<b>Other people's feelings about you when you act this way:</b>	Irritation, pity, or disgust	Usually respect	Angry or vengeful
<b>Outcome:</b>	Don't get what you want; anger builds up	Often get what you want	Often get what you want at the expense of others
<b>Payoff:</b>	Avoids unpleasant situations, conflict, tension, & confrontation	Feels good, respected by others; improved self-confidence	Vents anger, feels superior

## Assertive Bill of Rights

1. You have the right to have feelings and express these feelings in ways which do not violated the dignity of other people.
2. You have the right to change your mind.
3. You have the right to make mistakes—and be responsible for them.
4. You have the right to express positive feelings toward others.
5. You have the right to be non-assertive in choice situations and to feel good about yourself.
6. You have the right to say “no” without feeling guilty.
7. You have the right to be angry when you are mistreated.
8. You have the right to make your own decisions.
9. You have the right to ask for what you want.
10. You have the right to set your own priorities.
11. You have the right to be listened to and taken seriously.
12. You have the right to be treated with respect.