

# Assertive Communication



# Objectives

- Good vs. Poor Communication
- Understanding Assertive Communication
- Communication Model
- Tips for Good Communication
- Obstacles to Good Communication

# Assertive Communication

- Clear, honest, direct
- Mutual respect
  - Maintain your rights while respecting others
- Builds strong relationship foundation
- Withstands conflict and problems



# Passive Communication

- “Wimpy”
- Victim
- Does not know how to say “no”



# Aggressive vs. Assertive

## Aggressive

- Bullying
- No listening
- No respect for other person

## Assertive

- Mutually respectful
- Persistent
- Non-emotional
- “I” vs. “You”
- Non-critical

# Body Language

- Eye contact
- Posture
- Facial expression to match message
- Tone of voice



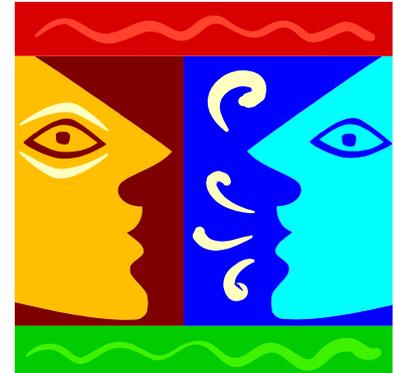
# Communication Model

- **Purpose**
  - The reason you are communicating
- **Focus**
  - Collaborative, setting goals
- **Process**
  - The action plan, who, what, when where and **how**
- **Feelings**
  - Communicate in a manner that allows everyone to be heard



# Tips for Assertive Communication

- Both people get time to speak
- Ignore distractions
- Judgment-free
- Keep an open mind
- Don't offer advice
- End the conversation



# Obstacles

- Tired
- No motivation
- Distracted with personal stories
- Too emotional
- Not black and white
- Impatient (finishing sentences)
- Unfamiliar with culture or values



# Do's & Don'ts

- **Do**

- Speak up
- Ask
- Speak confidently
- Use “I”
- Pride

- **Don't**

- Bully
- Tell
- Yell
- Use “You”
- Overbearing



# Challenging Scenarios

- What are some action steps you can take to become more assertive.
- What are some scenarios to practice that will help you “tone it down”



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