

# Assertiveness Toolkit

## Hone Your Assertiveness Skills

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# ASSERTIVENESS TOOLKIT



This **Assertiveness Toolkit** provides simple, actionable tools to help you communicate confidently, calmly, and clearly. Use it as a quick reference when preparing for challenging conversations or practicing assertive habits.

### Assertiveness Self-Check

Before entering a conversation, ask yourself:

- Am I clear about what I need or feel?
- Am I calm enough to express it respectfully?
- Am I willing to listen to the other person's view?
- Am I using confident but respectful body language?

### Assertive Phrases Cheat Sheet

- 'I feel... because...'
- 'I need... in order to...'
- 'I'd like to find a solution that works for both of us.'
- 'I can't do that right now, but here's what I can offer...'
- 'I'd prefer if we...'
- 'Let's revisit this after we've both had time to think.'

### The 'I' Statement Formula

Use this to express your needs without blame:

- "I feel [emotion] when [situation] because [reason]. What I need is [request]."
- Example: 'I feel overwhelmed when extra work is added last minute because I can't plan properly. What I need is earlier notice when possible.'

### Tools for Difficult Conversations

- **Broken Record:** Repeat your need calmly and consistently. Example: 'I understand, but I'm not available for that task.'
- **Fogging:** Acknowledge criticism without getting defensive. Example: 'You may be right. Let's look into it together.'
- **Negative Assertion:** Accept feedback without crumbling. Example: 'Yes, I missed the deadline. I'll adjust my plan going forward.'
- **Saying No Respectfully:** Firmly decline without guilt. Example: 'No, I can't go to that meeting today, but thank you for asking.'

### Set a SMART Assertiveness Goal

Use this template to set a small assertive action for the week:

- **Specific:** What exactly will you do?
- **Measurable:** How will you know it's done?
- **Achievable:** Is it realistic?
- **Relevant:** Why does this matter now?
- **Timely:** When will you do it?

**Example 1:** I will speak up once in my team meeting tomorrow using an 'I' statement.

#### Example 2:

- **Specific:** I will ask my colleague to stop interrupting me during our project discussions.

- **Measurable:** I'll know it's done when I've calmly addressed it during our next meeting.
- **Achievable:** Yes, it's a simple and direct statement.
- **Relevant:** I need to feel heard and respected in our collaboration.
- **Timely:** I will do it during our meeting on Thursday.