

## ASSERTIVENESS TIPS & TRICKS

Have good posture and eye contact

Take a deep breath and speak confidently

Speak slowly and loud enough to be heard

Ask for their attention if they aren't giving it

Make your point and state your request

Have confidence in your appearance

Stop once the problem is corrected

Know what it is you want and state that

Address the policy or issue itself

Remain calm and collected

Speak up if something's important to you

Have an opinion and don't be afraid to voice it

Treat the other person with respect at all times



Use 'I' statements

Say 'no' sometimes

Be factual – don't exaggerate

Don't take the blame

Manage expectations

Ask questions

Keep it simple

Use assertive language

Control your emotions

Don't over assert

Make eye contact

Keep your posture straight and open

Be aware of muscle tension