

Handout 6.8: Checklist for Assertive Communication

This checklist is a great reminder to use when you coach your clients on how to be more assertive and will help you structure your role plays with individual and group clients.

1. Ask yourself, "What is my goal?" Make sure it is an assertive goal.
2. Use "I" statements.
3. Strive to express, not impress!
4. Use reasons, not excuses—don't over-explain or over-apologize.
5. Be in control, not controlling!
6. No "shoulding" on yourself or others!
7. Avoid rhetorical questions, which are put-downs disguised as questions.
8. Think rationally—separate your perceptions from the facts.
9. Use good listening skills—don't just hear!
10. Use assertive nonverbals to match your assertive verbals.
11. Avoid the need to be right.
12. Identify your personal rights and corresponding responsibilities.
13. Weigh the pros and cons of being assertive—decide if you want to assert yourself!
14. Show empathy and acceptance of the other person.
15. Practice your assertive skills and ask for feedback.

. . . AND REMEMBER!!!!!!

- ✓ Don't get sidetracked; always keep your goal in mind.
- ✓ Do not label others or be judgmental—rather, be descriptive.
- ✓ Another's aggression does not justify counteraggression.
- ✓ Don't let someone else's negativity set the tone for your own behavior.
- ✓ Remember your sense of humor!