



“Assertiveness is Speaking your Truth with both strength and sensitivity.”

Use Assertive, Whole Messages. (D.E.A.L.)

1. Describe what you observe – the facts
2. Express your feelings (*concerns, surprises, puzzles, uncomfortable*)
3. Ask for what you need (tell people what you want, not what you don't want)
4. Look for agreement/confirmation

Eliminate Aggressive, Contaminated Language:

“*You did not follow the correct procedure!*”

Making a Message Whole:

- D** *There is a procedure for this.*
- E** *I am concerned because it was not used.*
- A** *I need your commitment that you'll follow the procedure without exception.*
- L** *Is there anything that would get in the way of that happening?*

Aggressive Language:

“*Your voice is loud and annoying.*”

- D** *When you're on the phone, I hear your voice loud and clear in my cubicle.*
- E** *This concerns me because it makes it difficult to concentrate on my work.*
- A** *I need you to lower your voice when you're on the telephone.*
- L** *Do you think you could do that?*

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