

Using words assertively — beginnings

Very often you have to initiate a conversation. In these cases, you can't initially listen as nothing has been said!

Your opening remarks still need to:

- **demonstrate that you understand**
- **say what you think and feel**
- **say specifically what you want to happen**

Write down an assertive approach to these situations:

You regularly come up with good information for your lab. lecturer. He/she has just rewritten your list in his/her handwriting and pretended it is his/her own. You're very upset about this. You say to her/him:

A fellow student has volunteered you to stand for Faculty Board Rep. You are already very busy and are furious that she should make an assumption. You say to her:

You have an 'un-missable' lecture which clashes with the time your grandmother is arriving at the station. You need to ask a friend to collect her from the station and take care of her until you get home. You say:

Now try one of your own situations from page 149 here.

Your situation:

Your beginning:

Using words assertively — replying

On other occasions you have to respond to someone else. You will need to:

- **demonstrate that you understand**
- **say what you think and feel**
- **say specifically what you want to happen**

Using the ingredients, write down an assertive response to these scenarios:

You are doing some DIY at home with a close family member when you make a mistake. He/she loses her/his temper and starts swearing at you and blaming you for other mistakes that have been made. You say:

You are keen to take on an extra piece of research which will widen your experience and involve you staying later in the evening. Although you have volunteered for the work, your supervisor says: 'Well of course you won't be able to cope with this on top of everything else you're doing.' You reply:

You would like to be the next secretary of a respected university club and you ask the current President for support. She/he laughs and says 'What on earth are you wanting to do that for?' You reply:

Try to avoid using set phrases. Build up some new choices for assertive replies to situations that bother you. Try out one of your own situations from page 149.

Your situation:

Your reply: