

THE ASSERTIVENESS SCRIPT

An "I" message is a good way to let people know what you are feeling. It is made up of three parts.

Behaviour: what it is, exactly, that the other person has done or is doing

Effect: what is happening because of their behaviour

Feelings: what effect does their behaviour have on your feelings?

Steps to using the "I" statements correctly:

I FEEL.....

(State your feeling)

WHEN.....

(Describe behaviour)

BECAUSE.....

(Effect of behaviour on your situation)

I'D PREFER / I'D LIKE.....

(Offer compromise)

ASK AN OPEN QUESTION

1. Name your feeling:

- I feel happy....
- I feel disappointed...

2. Identify the specific circumstances:

- when you share what you are feeling with me....
- when you let me down...

3. Say how the circumstances affect you:

- because I value your confidence in me...
- because it seems that you don't regard me as important enough...

4. Say how you would like to see the situation change:

- and I hope the same applies for you
- and I'd like to know whether you are aware of my feelings

5. Ask and open question

- I would like to hear your view on this?
- What is your opinion?
- Do you see the situation differently?
- Your input is valuable to me. What do you think?



Activity – practice making “I” statements:

Situation 1

Your manager keeps loading projects onto you and will not hear you when you say how much pressure you are under. The typical remark is you will handle it, I know. What do you say?

1. My feeling:

2. The circumstances (be specific):

3. How the circumstances affect me:

4. What I want to happen:

Situation 2

You overhear 2 colleagues of yours gossiping about you and saying hurtful things. The fact that what they are saying is not true hurts even more. What do you say?

1. My feeling:

2. The circumstances (be specific):

3. How the circumstances affect me:

4. What I want to happen:

