

Assertive Communication

Worksheet

Assertive communication is a healthy medium between being overly passive and behaving aggressively toward others. Adopting an assertive approach means voicing your thoughts honestly and directly, in an open manner.

When we communicate assertively, we assume responsibility for our own behaviors without shifting the blame to those around us. In the table below, you will find examples of aggressive, assertive, and passive communication styles.

This worksheet has 2 parts:

In the first, you can use this table to better understand where you might unconsciously be adopting one unhelpful stance or another, and how it might look if you shift to the middle.

For the second part, recall and write down a scenario in which you've used assertive communication. Below each scenario, note how it felt—what emotions did the encounter give rise to? We have provided some examples to get you started.

Part 1:

Aggressive	Assertive	Passive
Abrasive and forceful	Polite yet firm	Overly accommodating
Bullying or threatening behavior toward others	Defending yourself when the situation calls for it	Letting others push you around
Raising your voice	A conversational, clear tone of voice	Mumbling or speaking quietly
Staring down or glaring your conversation partner	Maintaining amicable eye contact	Looking away or avoiding eye contact
Talking down to other people	Encourages others and makes them feel good about themselves	Overly modest and quick to acknowledge own shortcomings
Overly frank and hurtful	Suitably candid within reason	Hides the truth to protect others' feelings
Pushing own beliefs without considering others	Finding a middle ground	Quick to comply with others' expectations

Part 2:

Scenario #1:

Linda informed me I had to drive her to the airport at 4 am. I politely responded: "I would love to help you, but I have an important meeting in the morning and need to be rested".

What emotions did you feel?

I felt relieved, empowered, and relaxed.

Scenario #2:

What emotions did you feel?

Scenario #3:

What emotions did you feel?