

Assertiveness Formula

Andy Molinsky (2017) recommends a three-part formula to promote speaking up and being more assertive in everyday life and the workplace.

Use the following boxes to create a clear and direct statement of the point(s) you would like to make.

Begin by considering what you would like to change and be assertive about (modified from Molinsky, 2017):

1. **What would you like to see changed?** Put the answer in the box below in a short, simple, objective, and un-emotional statement.

For example, "When you interrupt me at the beginning of presentations...."

If the statement is factual and lacks emotional content, it is difficult for the listener to disagree.

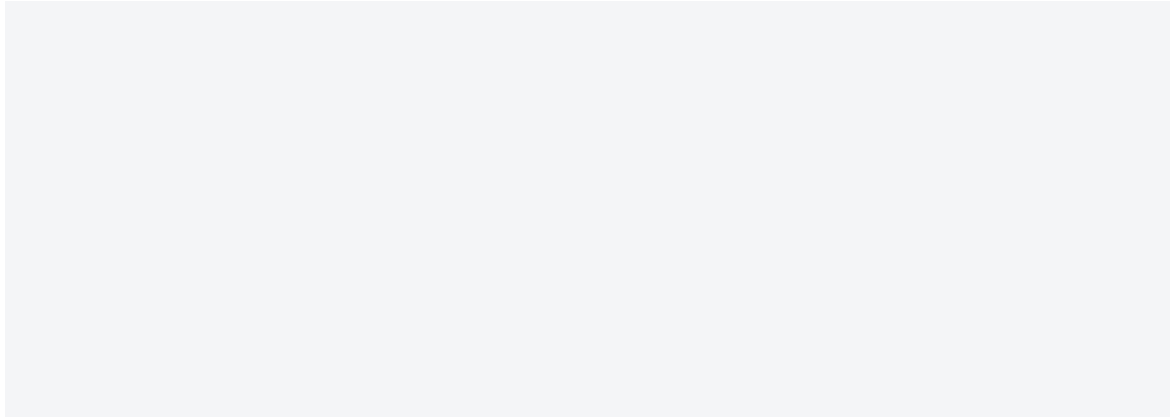
2. **What effect does negative behavior have on you?** This step is the opportunity to link the behavior in point one with the impact it has on you.

For example, "when you interrupt me at the beginning of presentations, I lose my train of thought..."

3. How does it make you feel? Capture how the effect in 2. makes you feel.

The listener cannot deny your feelings as they are personal to you.

Such as “When you interrupt me at the beginning of presentations, I lose my train of thought, and feel frustrated and undermined.”



The final box now contains the statement that you can use when you need to be assertive to make the point that the other person’s behavior is causing you problems.

References

- Molinsky, A. (2017). *A Simple Way to Be More Assertive (Without Being Pushy)*. Harvard Business Review. Retrieved June 14, 2021, from <https://hbr.org/2017/08/a-simple-way-to-be-more-assertive-without-being-pushy>.

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