

“I” STATEMENTS

“I” Statements:

- Are part of appropriate assertiveness in communicating.
- Avoid blaming, manipulating or make demands of the other person
- Are useful in providing constructive feedback.

“I” statements consist of three “ingredients”:

1. Your Response I feel/do/wish I could ...
2. The Action “When ...
3. Your Preferred Outcome and what I’d like is ..”

Examples of “I” statements:

I felt worried that something bad had happened to you when you came home two hours later than you said you would and I would like you to phone and let me know when you are going to be late, please.”

I feel angry and like giving up, when you allow the residents to break house rules and what I would like is for you to insist that they respect the house rules.”

ASSERTION is ...

“STANDING UP FOR YOUR RIGHTS, AND EXPRESSING YOUR THOUGHTS, FEELINGS AND BELIEFS IN DIRECT, HONEST AND APPROPRIATE WAYS THAT RESPECT THE RIGHTS AND FEELINGS OF OTHERS”.

FROM MONTGOMERY & EVANS “YOU AND STRESS”

ASSERTIVE BEHAVIOUR

WHAT DOES IT MEAN TO BE ASSERTIVE?

- ❑ STAND UP FOR RIGHTS WITHOUT BEING ABUSIVE.
- ❑ DISCUSS AGENDAS AND BE/FEEL HEARD.
- ❑ PEOPLE TALKING ABOUT FEELINGS AND OWNING THOSE FEELINGS.
- ❑ NOT NEGATING SOMEONE ELSE'S FEEDBACK, ACCEPTING IT AS THEIR FEEDBACK, BUT NOT NECESSARILY AS FACTUAL.
- ❑ BEING PREPARED TO LISTEN TO FEEDBACK.
- ❑ NOT BEING DEFENSIVE.
- ❑ NOT PASSIVE.
- ❑ NOT AGGRESSIVE.
- ❑ NOT USING THREATENING BODY LANGUAGE.
- ❑ CONGRUENCY BETWEEN VERBAL AND NON-VERBAL BEHAVIOUR.
- ❑ EXPRESSING POSITIVE FEELINGS DIRECTLY AND APPROPRIATELY.