



## How to Possess an Assertive Communication Style

### Well With Raele Coaching Cheat Sheet

- **What Are the 4 Core Communication Styles?**
  - **Passive**
    - Indirect, denies ones' needs or minimizes own experiences
    - Always puts others first, defers to others
    - Has a hard time establishing boundaries
  - **Passive-Aggressive**
    - Indirect, dishonest, denies that there is a problem
    - Appears to cooperate then exhibits resentment or caters to own needs at the expense of others
  - **Aggressive**
    - Overly confident, intentionally dominates
    - Doesn't accept blame or apologize for possible mistakes
    - Honest in a sometimes inappropriate or unproductive way
    - Uses "You" statements
  - **Assertive**
    - Confident, honest, direct while having respect for others
    - Prioritizes needs while showing empathy and understanding
    - Uses "I" statements, open to compromise
  
- **Possessing an Assertive Style: Focus on Thoughts and Emotions**
  - Words are the result of our thoughts, fears, and emotions
  - What are some thoughts/fears/emotions within the 3 less productive styles?
    - Fear of disappointing/not pleasing others/rocking the boat
    - Fear of not being seen/heard
    - Need to always be right
    - Fear that you'll be taken advantage of if you don't impose dominance over others
    - Impatience, expecting that others know what you're thinking



- All fears/thoughts/emotions are valid, but are they actually **rational**? Do we need to give all of them energy? How can we redirect them instead? What is the opposite of the above examples?
  
- **Possessing an Assertive Style: Prompts to Communicate What You Want**
  - **Use “I” Statements** - *“I would prefer...” “I’d appreciate...” “I’d like...” “I need...” “I’m willing to compromise...”* (displays honesty, direct approach)
  - **Show Gratitude** - *“Thank you for thinking of me but I’m going to pass.” “I appreciate the suggestion and will think about it.”* (displays compassion, empathy)
  - **Indicate the End Goal/Result** - *“It would be helpful if...” “The team would most benefit from doing \_\_\_”* (displays a less personal approach, focuses on the bigger picture)
  - **Ask Questions** - *“Would you be willing to...?” “Would you want to try...” “What if we tried it this way...?” “How can we collaborate...?”* (displays willingness to compromise)
  
- **Possessing an Assertive Style: What to do When you Relapse**
  - **Apologize, reset, and state that you are working on making improvements to your communication style** - *“Let me take a step back and start over.” “I want to make sure I’m conveying this in the best way...”*
  - **Verbalize what shifted for you** - *“I get frustrated when I have to repeat myself.” “Our looming deadline is starting to get stressful which is why I want to resolve this...”*
  - **Call out if something is repeated that you didn’t mention early on instead of reverting back to old styles** - *“I know I didn’t say anything about this last time, but this is how I really feel and I’d appreciate if...”*