

Skills for Assertive Behavior

1. Be a Broken Record
 - a. Be persistent
 - b. Repeat
 - c. Don't get angry

2. Find a workable compromise
 - a. Both parties lost something
 - b. Both parties win something
 - c. Don't lose self-respect

3. Avoid fogging
 - a. Don't get defensive
 - b. Find common ground to agree
 - c. Use careful listening

4. Avoid negative assertions
 - a. Know that making mistakes does not equal guilt
 - b. Don't let others make you feel guilty
 - c. Admit your mistakes – we all do it