

## REQUESTS & REFUSALS



### Handout

**Assertive Requests:** These are presented as questions, not as statements or demands. There are two types of assertive requests:

- Requests for behavior from another person. This request is used when you would like someone to start doing something that you like—or stop doing something that you don't like.
- Requests for verbal responses from someone else. This type is used when you would like information from someone. It is especially useful when you think that someone is pressuring you and you want clarification.

Try using assertive requests for the following scenes:

- Ask to borrow money from a friend.
- Ask someone in a waiting room to stop smoking because it is bothering your child.
- Ask the lawyer you hired (whom you haven't heard from in a month) to speed up your case.
- Ask a teacher or a supervisor for a letter of recommendation.

**Assertive Refusal:** These are presented in a clear, respectful way. Here are some guidelines:

- Clearly state "No."
- Offer a reason for the "No." (not always needed)
- Suggest an alternative for how the other person can get his or her needs met.
- Consider offering to help—but at some other time or under other conditions.

Try using assertive refusals for the following scenes:

- "Excuse me—could I borrow your car today?"
- "Am I glad I found you—I really need to borrow \$20!"
- "I want to talk about this right now!"
- "We're all going out for a drink after work. You used to love to party! Come on and join us—one drink won't hurt you!"

Then teach "I messages"

- 1) When you (state the behavior)
- 2) I feel (state feeling) because (more details)
- 3) I wish (state preference)