

Your Script for Change

You've identified the situations that you would like to be more assertive in. Here are the steps to achieving this:

- 1) **Look at your rights.** What do you want, need, feel? Let go of blame. Define goal and keep it in mind as you negotiate for change.

- 2) **Arrange a time and place** (convenient for both parties) to discuss your problem...if possible!

- 3) **Define the problem specifically.** No blame, just describe—paint a picture.

- 4) **Describe feelings.** Ensure that your listener knows the importance of this issue to you.
 - *Be sure to use feeling words, not opinions! Example: "I feel annoyed" NOT "I feel that you try to control me".
 - *Use "I messages". Example "I feel hurt" NOT "You are hurtful"
 - *Connect feeling with specific behaviors. Example: "I feel sad when you forget my birthday" NOT "I feel sad when you are thoughtless".

- 5) **Make your request short.** 1-2 sentences
- 6) **Reinforce** the other person by using a statement that describes the positive consequences if behaviors are changed.
