



Communication

Assertiveness 101 & 102

Assertiveness 101: The “I” Statement

1. I feel _____ when you _____.
(feeling) (behavior)
2. I would appreciate it if you would _____.

Example: I feel irritated when you are late. I would appreciate it if you could be on time next time.

Assertiveness 102: The Clearing

1. When you _____.
(behavior)
2. I feel _____.
(feeling)
3. The story I make up is _____.
(thoughts, ideas, judgments, assumptions)
4. I ask _____.
(request for change)

Example: When you are late, I feel irritated and hurt. The story I make up is that you do not value me or my time. I ask that you work on being on time when we meet.