

Crisis Connection

Assertiveness v. Aggression

"This is how I feel/think/see the situation..."

vs.

"This is what I want/expect/demand..."

as-ser-tive

Function: *adjective*

1 : disposed to or characterized by bold or **confident** choices and behaviors

ag-gres-sive

Function: *adjective*

1 a : tending toward or exhibiting aggression <aggressive behavior> **b** : marked by **combative** readiness <an aggressive fighter>

Aggressiveness involves intimidation, threats, coerciveness, name-calling, minimizing, denying, blaming, put downs, humiliation and outright violence.

Assertiveness involves accountability, responsibility, respect, trust, support, honesty, partnership, negotiation and fairness.

Violence is always a choice.

Being assertive:

Stay calm. Yelling, berating or insulting others will usually make things worse. Take a couple of deep breaths before you say anything.

Pick your battles. *You can't have control over everything.* Some battles are not worth the effort of fighting.

Use assertive statements. If you decide to say something, don't verbally attack others; instead get them to help you. Say, "Help me understand what is happening," or "What do you suggest I do?" *"I" statements are much more helpful than "You" statements.*

Know what you want and ask for it politely. Be direct, polite and make clear, purposeful statements.

Be proactive. *Look for solutions.*

Pay attention to your body language. Keep a pleasant, or at least a neutral, facial expression. *Don't point your fingers or pound your fists.* Maintain eye contact and watch your tone of voice.

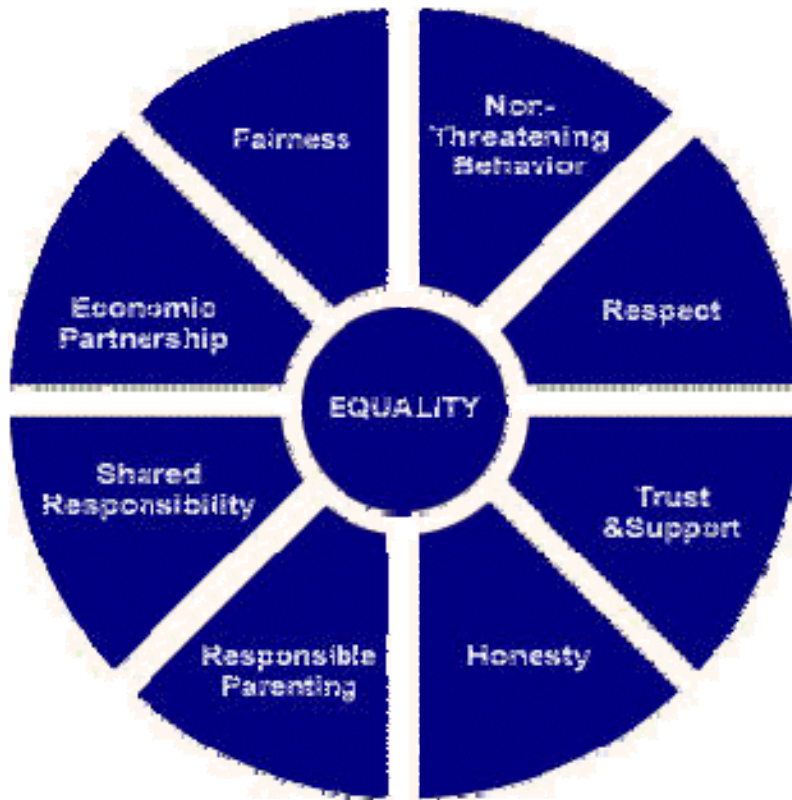
Give others the benefit of the doubt. Most people aren't out to give you a hard time on purpose.

Admit you are wrong. No one is perfect, and this includes you.

The Foundations for Learning

What I **HEAR**, I forget.
What I **SEE**, I remember.
What I **DO**, I understand

PRACTICE DOES MAKE PERFECT!



Violence is always a choice.

Crisis Connection, Inc.
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