

ASSERTIVENESS TRAINING

(USE WITH Supplemental RP Session:
General Assertiveness Training)

EXPRESSING NEGATIVE FEELINGS

1. Make eye contact
2. Say exactly what the person did that upset you
3. Say why it upset you
4. Make a suggestion to keep this from happening again

EXPRESSING POSITIVE FEELINGS

1. Make eye contact
2. Say what the person did that made you feel good
3. Say why it made you feel good
4. Say thank you and tell the person you appreciate it

REFUSING A REQUEST AND OFFERING AN ALTERNATIVE

1. Make eye contact
 2. Tell the person that you can't do what he/she asked you to do
 3. Give a reason why you can't do what was asked
 4. Offer an alternative
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