

## Assertiveness Tips

- **Think about what you want to achieve**  
Put a plan together and be prepared.
- **Be yourself**  
Communicate using your own words.  
Don't try to be someone else.
- **Be clear about what you want to say**  
You don't want other people to be confused and misinterpret what you want.
- **Stay focused and keep to the plan**  
Take time out to look at your notes and plan.
- **Don't agree to something you're not sure about**  
Don't feel pressurised into agreeing to something you are unsure about or don't want to do. Ask for a break for some thinking time.
- **Be honest**  
Don't let other people make you feel guilty if you don't think you can do what's being asked of you. Remember you have the right to decide what you feel you can or can't do.
- **Listen carefully when others are speaking**  
Respect other people's opinions and be confident about what you are trying to achieve.
- **Watch your body language**  
The way you stand, sit, look, the tone of your voice and the words you use give strong messages to other people.
- **Stay positive**  
Repeat calmly and confidently what you want to say and remember to keep eye contact.