

Resilience Spotlight

NGB Ready & Resilient Schoolhouse



MRT Skill: Assertive Communication

What is the skill?

Assertive Communication allows us to have an effective conversation about an issue or problem while still maintaining the relationship with the other individual.

What competency does the skill build?

Assertive Communication builds **Connection** by helping us have the important discussions we need to have in a way that demonstrates respect and empathy while building the relationship.

How do you communicate?

There are **three styles of communication**—aggressive, passive, and assertive. Take a look at the descriptors of each style below and consider which style of communication you use most often. Also think about the effectiveness of your communication style—are you clearly expressing your message while still showing empathy and respect to the other person in order to keep the relationship intact?



The IDEAL Model of Assertive Communication

Before Conversation

I Identify and understand the problem

During Conversation

D Describe the problem objectively and accurately

E Express your concerns and, if appropriate, your emotions

A Ask for the other person's perspective and then Ask for reasonable change

L List the positive outcomes that will occur if the agreed upon change is made

Apply it

Need to have difficult conversation?

Do your homework

Before the conversation, consider your own thoughts, emotions, values, and beliefs about the situation. Make sure you understand the issue and you're not missing any information.

Plan some talking points

Use the IDEAL model to plan out your talking points to help you stay on track, but don't write a script.

Listen

Make sure to let the other person share his or her point of view and take it into account. This shows both empathy and respect.