

## Rights Charter

- I have the right to be treated with respect as an equal human being
- I have the right to acknowledge my needs as being equal to those of others
- I have the right to express my opinions, thoughts and feelings
- I have the right to make mistakes
- I have the right to change my mind
- I have the right to choose not to take responsibility for other people
- I have the right to be me, without being dependant up-on the approval of others
- I have the right to say 'No'

**The Road Centre Ltd**  
Counselling Training Wellbeing

# Assertiveness



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## **Assertiveness**

### **Assertiveness is:**

#### **the ability to:**

- Say 'Me' with conviction
- Express my ideas, thoughts and feelings in an open, direct and honest manner
- Stand up for my rights, while respecting the rights of others
- Find compromise where conflict exists
- Feel equal with others, whoever they may be, while remaining respectful and well mannered

#### **It is:**

- An attitude to self
- A communication skill

It involves making choices, holding the line and handling the consequences

#### **It is not:**

- Rude
- Bad mannered
- Aggressive
- Self-centred

### **It requires clear and unambiguous body language:**

- 17% of our message is in words
- 38% in the tone, pitch, speed and quality of our voice
- 55% in our body language, even on the telephone

I need to think assertively before I can behave assertively.

The only person I can change in this life is me.

Assertive behaviour involves taking the initiative, rather than waiting for something to happen.

### **Saying 'No'**

Saying 'Yes' when you want to say 'No' = short term gain and long term pain

A verbal 'No' with a non verbal 'Yes' = confusion

Ensure harmony between verbal and non verbal message.

### **Making requests**

State directly what you want or need. Hints and insinuations only cause confusion