

Assertive Confrontation

Three part assertive statement. Used to begin confrontational exchange.

Part I

Describe the behavior that has caused you a problem.

Note: Behavior is something that is observable utilizing the five senses: sight, smell, taste, hearing, touch. Example: hearing someone speak while someone else was talking (interrupting) is a behavior. Someone being “rude” is not.

Part II

Describe the effects (preferably concrete or tangible effects) that you experience as a result of the behavior.

Note: not all effects are concrete or tangible. Sometimes the only effects are feelings of other intangibles.

Part III

Describe your feelings about the effects.

Stay focused on the effects, not on the behavior. If you describe your feelings about the behavior you will be expressing your judgment about the behavior.