



Passive	Assertive	Passive-Aggressive	Aggressive
"I hope someone comes to my aid on this project."	"I would really appreciate your help on the project."	"I'll get right on it." (But they won't.)	"You must do this right now."
"I know you are probably busy and don't have time to talk, so you can call me back if you want."	"I'm not available to help you today, but I can help you tomorrow."	"I would have told you about the meeting if you would have called."	"How could you be so stupid and have forgotten?"
"I wish I could share my opinion, but I am going to just agree with everything they say."	"I felt sad when you cancelled our plans. Let's set another date right now."	"Oops, I must have forgotten to give you that important message from your boss."	"I need you to stop what you are doing and do what I am asking you right now."

Leslie, S., & Fox, M. (2019). The Comprehensive Clinician's Guide to CBT. PESI.

Assertive Communication Steps

1. **State the facts:** What happened (or didn't happen)? What was said (or not said)? Stick to observable events (i.e. They did...He said...)
 2. **Express how you feel:** Describe your emotions about the situation.
 3. **State what you would like:** Use language such as *like*, *prefer*, and *wish*. Avoid demanding language, as it is often triggering and leads to defensive responses.
 4. **Acknowledge the other person:** Use active listening, reflect what you hear back to them—hear them out.
 5. **Consider a compromise:** Be willing to give and take (within the context of both of your boundaries).
- Be mindful 😊 Aim to refrain from yelling, demands, whys, expecting the other person to read your mind, shoulds and similar