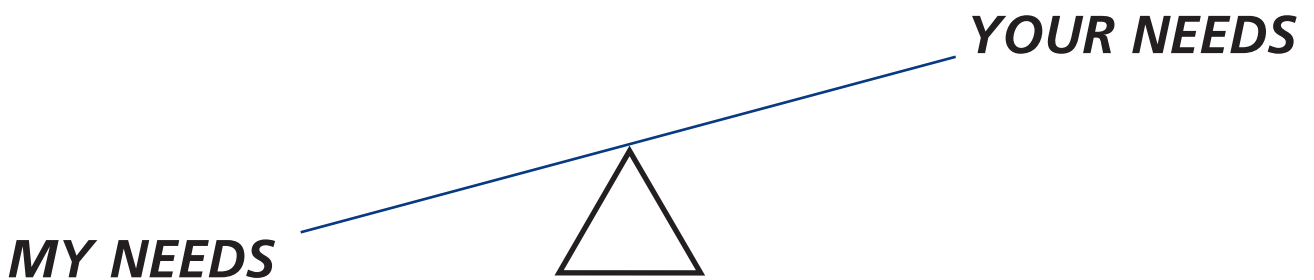


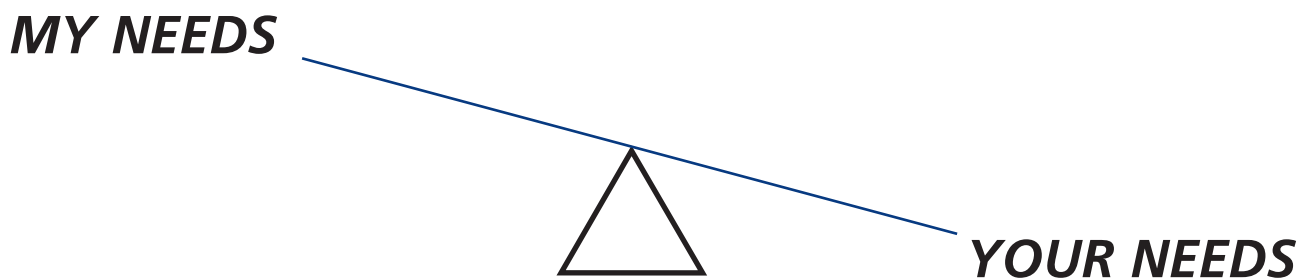
Submissive/non assertive responses

Discount your needs to serve the needs of the other. This includes 'passive' non-responses – 'I don't care' and 'whatever you want' or saying nothing, but complaining later that you were not heard



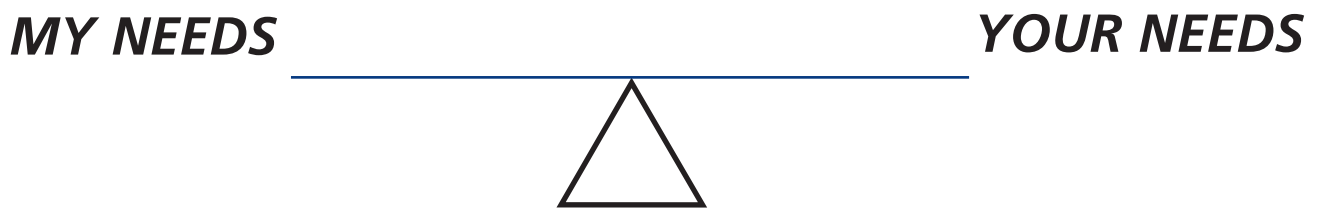
Aggressive responses

Discount the needs of others. You know what is right and are determined to get it – at any cost!



Assertive responses

Show that our needs are of equal importance – let's negotiate something that satisfies both of us.



Assertive Statements

Usually contain three parts:

1. Your perspective of the situation I THINK
2. Your feelings about the situation I FEEL
3. Your wants regarding the situation I WANT



Whole Messages

Observations

- These are largely simple bits of information (facts) as perceived by the speaker

Thoughts

- These are a mixture of beliefs, theories, opinions, value judgements and ideas. It is what the speaker thinks - about the way the world is, or should be, about situations, people, fairness etc.

Feelings

- Its what you feel. Often the hardest part of conversation to genuinely deal with.

Needs

- Only the speaker knows their own needs. Other people are NOT mind-readers.

Contaminated Messages

- ❖ Do not include all four components
- ❖ Require the listener to guess, and punish wrong guesses
- ❖ Are often emotionally manipulative, belittling or confusing, and containing hidden meanings that are then usually denied
- ❖ They often blame others and make the speaker helpless (the victim) and the other, guilty (but unsure of about what)
- ❖ Are not assertive – they accept little genuine responsibility

Some Steps to Working Through a Conflict Situation

1. Prepare Yourself (Warm Up)
2. Set the time and place
3. Facts, Feelings, Future
4. Outline Consequences
5. Respond Positively
6. Clarify and Agree

