

WHEN IS O.K. TO EXPRESS FEELINGS AND NEEDS?

HANDOUT L

1. When you can be honest both verbally and non-verbally.
2. When it would serve your goal of strengthening the relationship.
3. When the timing seems appropriate.
4. If your intention is to begin to solve the conflict. If the desire is to hurt, expression is never appropriate.

ASSERTION MESSAGES

Verbal

1. They enable you to own your feelings and speak for yourself rather than judge the receiver.
2. They describe your perceptions, not your assumptions.
3. They specify rather than generalize.
4. They are meant to empower rather than overpower the receiver; they give the other person space and indicate that you trust them to respond constructively.

Non-Verbal

1. They outwardly convey what you feel inwardly.
2. They match your body language to what you are saying

Verbal assertion messages are best stated by using "I feel" statements, expressing how you feel when someone does something. (Remember, you are responsible for you feelings; no one else makes you feel something.)

"I feel _____ when you _____ because I
_____, and

what I need is

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