**6 steps to assertiveness**

**1. Beliefs - what do you believe about your entitlement to being equal and having a right to your needs or opinions?**

**2. What is your internal state?**

Notice your internal dialogue -is it critical/ negative

What do you see hear and feel?

Notice the emotion e.g. fear, anger, frustration

**3. What is your body language saying?**

**4. Decide on assertive phrase/ technique**

Clear basic statements, show empathy, reflect back, stuck record or chose not to express. Short and to the point, no need to justify e.g. this is my experience - what is yours?

**5. Be aware of language traps**

For example should, must, have to, try, with all due respect

**6. Buy thinking time if needed - it is a dynamic continuum not a fixed moment**