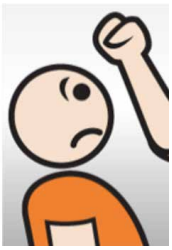
Exercise 0 - APPENDIX 2

THE ASSERTIVENESS TRIANGLE

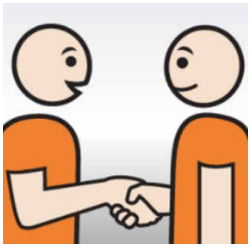
AGGRESSIVE

I > the other person



PASSIVE

I < the other person



ASSERTIVE

I = the other person

7 Tips on how to be more assertive

1. Be realistic and don't exaggerate!
2. Use the I form
3. Clearly say what you don't like.
4. Speak in a positive way.
5. Let your body do the talking too.
6. Dare to refuse something (that a client asks you).
7. Dare to ask for information.