

Ways to say...



- I'm not interested.
- I tried that but I did not like it.
- Let me repeat myself, no.
- I've changed my mind.
- No. I don't think it is a good idea.
- No, thank you.
- No. I do not want to.
- I don't like the way you are talking to me.

Another option is to ask a question.



- ... do you want to get in trouble?
- ... are you hurting my feelings?
- ... are you rude?

Academic Self-Efficacy

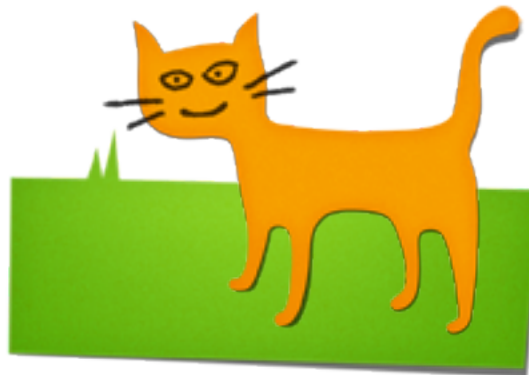
(Confidence in ability to succeed academically)

- Have high but realistic expectations for your child's academic performance
- Communicate those expectations and ask your child about his/her own expectations
- Encourage your child when he/she feels challenged
- Use praise and positive feedback for hard work and accomplishments
- Provide opportunities for your child to experience success

Collaborating between school staff and parents is a key component in student academic success.

Use this information in role play, discuss different situations, read picture books that inspire discussion, and practice **assertive communication skills** with your child.

If you have any questions, please contact Hilda Majewski or Sheryl Valdoria at 794-4400



CARMEL CREEK

GUIDANCE

Assertive

**Communication
Skills**

ASSERTIVE COMMUNICATION SKILLS

Assertive behavior is letting others know about your needs and wants, considering the needs and wants of other people, and standing up for your rights while respecting others. You are able to express yourself with confidence.

Assertive communication means being an active listener:

Traits of an active listener	What does it look or sound like?
Encouraging	Use neutral words to help the other person say more about a situation and how they feel.
Reflective	State in your own words what you hear the other person saying, including their feelings and needs.
Understanding	Listen carefully and clarify anything that is not clear. Ask nonjudgmental questions. Use eye contact. Your body language and gestures need to show that you are interested and listening. Give the person time to speak. If you ask a question or make a statement wait for a response. Give the person your complete and undivided attention. Focus on what the person is saying without interrupting, correcting, advising or telling your own story.

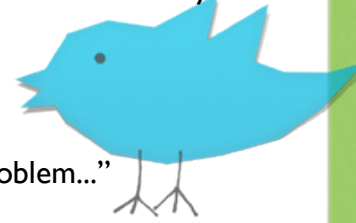


Assertive communication means using

I Messages:

It is a solution-focused, respectful way of letting the person know of your concerns and what you want to see happen.

- Use eye contact
- Tell the person “**I** have a problem...”
- Describe the problem or behavior in a non-threatening way “**When you do this... I feel**”
- Tell the person how you feel about the problem “**I feel..**”
- Then ask two questions: 1) If you continue with this behavior, will it make our relationship better or worse? and 2) Do you want our relationship to get better or worse?



Assertiveness Steps:

1. Check your feelings. Get calm
Take deep breaths. Between each breath, say two or three short words that remind you to get calm.
2. Stand straight and tall.
3. Look at the person you are speaking to.
4. Say what you mean in a strong, clear, respectful voice.

RESPONDING TO CONFLICT

When there is conflict, a natural response is fight or flight. Animals get away or fight when they feel threatened. People have learned that fighting is not the most effective way to handle conflict. There are three types of behavior response:

AGGRESSIVE BEHAVIOR

Aggressive behavior is hurtful. It could be verbal or physical threats or actions, fighting, bullying, gossip.

PASSIVE BEHAVIOR

Passive behavior is avoiding the problem and letting someone be disrespectful to you. Ignoring, not saying anything and letting others get what they want, is unfair.

ASSERTIVE BEHAVIOR

Assertive communication is how you let others know about your needs and wants. You stand up for your rights while respecting the rights of others. It is a win-win situation.