

Assertiveness training

1. Everyone expresses their stance in different ways, which can be roughly categorised into three types:

Amenable Type

- ✧ Believes that the demands of others are more important than one's own needs.
- ✧ May generate negative emotions such as feeling aggrieved or helpless.

Aggressive Type

- ✧ Focuses on satisfying personal needs while ignoring the needs and feelings of others.
- ✧ Often expresses oneself in a direct, arrogant, or sarcastic manner, affecting interpersonal relationships.

Assertive Type

- ✧ Proactively and sincerely expresses one's feelings and opinions.
- ✧ Treats the needs and rights of oneself and others with an equal attitude.

2. The main differences between the three expression styles:

	Amenable	Aggressive	Assertive
Respect for others' opinions/feelings	✓		✓
Respect for one's own opinions/feeling		✓	✓

3. Assertive expression is not about blindly insisting on one's own views and rejecting others, but expressing one's feelings and opinions while respecting oneself and others.

4. Assertive expression skills

Body <ul style="list-style-type: none">● Stand straight and try to be relaxed● Keep shoulders level● Nod appropriately when responding	Say <ul style="list-style-type: none">● Start sentences with "I..."● Clearly and concretely express your thoughts, feelings, and opinions
Eyes and Face <ul style="list-style-type: none">● Relaxed and natural● Facial expressions consistent with the content of speech● Maintain natural eye contact	Tone and Voice <ul style="list-style-type: none">● Use a calm and firm tone and voice● Pay attention to speaking speed

5. Attitude

- ✧ Respect: Show understanding of the other person's position, needs, and feelings.
- ✧ Friendliness: Make the other person feel comfortable and natural.
- ✧ Sincerity: Be consistent in words and actions.