

> "I" Statements are Assertive Statements

Provide clear concise communication
Prevent defensiveness
Give ownership of feelings
Prevent blame and attack

I feel:

.....
.....

When:

.....
.....

And I would like:

.....
.....

> Example:

I feel: ...Upset and scared...

When: ...you are home late from work...

And what I would like ...is for you to ring me and let me know when you are being delayed.



CLStaff Support Specialists

**Your CLS Counsellor
can support you with
information or
counselling in times
of self doubt
and insecurity.**

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CLStaff Support Specialists

**IMPROVING
YOUR
CONFIDENCE**



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.....> **Have more confidence - in yourself and in your work.**

Have a positive attitude in your manner, the way you dress and the way you speak. Hold your head up and make eye contact with others. Initially, this may be difficult. Practise, it will get easier in time.

Make a positive decision to take charge and to believe in yourself. Change "I think I can" to "I know I can". Others may try to pull you back, but believe in your own abilities and knowledge.

Learn to control your thoughts. Once you can think clearly and practicably about a situation, you can begin to put it in perspective, and control it to the best of your ability.

Give yourself a "pat on the back" for the good results and positive outcomes that you create, even in the smallest tasks. It will charge your batteries for the next situation.

Don't accept the critical comments of others for the positive things you achieve. Question their criticism and see if it is fair and justified.

Say "Thank You" when someone compliments you. Learn to accept the nice things people say. A pleasant comment can give you a boost.

Make a clear distinction between what you can control and what you cannot, what you can change and what you cannot. Some things just have to be done in a certain way at a certain time.

Realise it is important to have achievable, realistic goals. Set yourself small short-term targets on the way to your long-term goal.

Plan your time take small steps to achieve the desired outcomes in your life. Rome wasn't built in a day, just a bit at a time.

Reward yourself for the effort you put into your work, your family and yourself. Be pleased with the small achievements.

Acknowledge the role you have in your family, at work and with your friends.

Say what you mean. Express yourself clearly and honestly. Mean what you say.

Don't compare yourself with others. Set internal standards. If you are learning something new or wish to improve your skills, don't expect to compete with an expert.

Use "I" statements. Take responsibility for your own thoughts and actions.

Remember you can be assertive.

Smile - It's a message that is universal and tells the world there is a happy, caring, confident person inside

.....> **Assertion**

Assertion is a way of communicating - where you express your own thoughts, feelings and beliefs, honestly and directly - and with regard to the thoughts, feelings and beliefs of the person to whom you are talking.

Assertion theory is based on the idea that everyone possesses certain basic rights.

Using assertion skills allows you to experience a conflict situation and to get a workable compromise without losing your self-respect and integrity.

It allows you to say "no" without feeling guilty, angry and anxious.

.....> **Assertiveness is:**

Standing up for yourself

Saying what you want/need

Respecting the other person

Being confident

