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technics of Assertive Communication

1

Repeating information ("like a broken disk")

2

Buckling: accepting criticism, generalizing context. "I agree that sometimes I don't answer your phone / email"

3

Negative question: to make the other give us his critique; "Do I understand that you think I'm disinterested in this project?"

4

Negative assertion: acceptance of mistakes or defects, without blame. "Yes you are right. I often talk on the phone during our meeting. "

5

Using expressions in person "I": "I", "On me", "Me"; It bothers me when you're late for meetings. I don't like to repeat information "

6

Functional compromise: finding an amicable solution. "I understand you want to talk, and I have to finish this paper. Can we meet in half an hour? "