

Social Skills

ASSERTIVENESS SKILLS

Making Requests

Refusing Requests

Making Complaints

Responding to Complaints

Expressing Unpleasant Feelings

Expressing Angry Feelings

Asking for Information

Letting Someone Know That You Feel Unsafe

Asking For Help

Responding to Unwanted Advice

Social Skills

Making Requests

- Step 1.** Look at the person.
- Step 2.** Say exactly what you would like the person to do.
- Step 3.** Tell the person how it would make you feel.

In making your request, use phrases like:

“I would like you to _____”

“I would really appreciate it if you would _____”

“It’s very important to me that you help me with
_____”

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Refusing Requests

- Step 1.** Look at the person. Speak firmly and calmly.
- Step 2.** Tell the person you cannot do what he or she asked. Use a phrase such as "I'm sorry but I cannot _____."
- Step 3.** Give a reason if it seems necessary.

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Making Complaints

- Step 1.** Look at the person. Speak firmly and calmly.
- Step 2.** State your complaint. Be specific about what the situation is.
- Step 3.** Tell the person how the problem might be solved.

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Responding to Complaints

- Step 1.** Look at the person and remain calm.
- Step 2.** Listen to the complaint, keeping an open mind.
- Step 3.** Repeat back what the person said.
- Step 4.** Accept responsibility and apologize if necessary.

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Expressing Unpleasant Feelings

- Step 1.** Look at the person. Speak calmly and firmly.
- Step 2.** Tell the person specifically what they did that upset you.
- Step 3.** Tell the person how it made you feel.
- Step 4.** Suggest how the person might avoid upsetting you in the future.

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Expressing Angry Feelings

- Step 1.** Look at the person. Speak firmly and calmly.
- Step 2.** Tell the person specifically what they did that made you angry. Be brief.
- “When you.....I feel.....”
- Step 3.** Tell the person about your angry feelings.
- Step 4.** Suggest how the person might prevent the situation from happening in the future.

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Asking for Information

- Step 1.** Use a calm and clear voice.
- Step 2.** Ask the person for the information you need. Be specific.
- Step 3.** Listen carefully to what the person says.
- Step 4.** Repeat back what they say.

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Letting Someone Know That You Feel Unsafe

- Step 1.** Choose a person you trust to speak to.
- Step 2.** Tell that person what is making you feel unsafe. Try to be *specific* about your fears.
- Step 3.** Ask the person for advice.

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Asking for Help

- Step 1.** Choose a person whom you feel you can trust.
- Step 2.** Use a calm and clear voice.
- Step 3.** Tell the person what you need help with. Be specific.
- Step 4.** Listen carefully to what the person suggests.
- Step 5.** Thank the person for his or her help.

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Responding to Unwanted Advice

- Step 1.** Politely acknowledge the advice given.
- Step 2.** Express appreciation for the person's concern.
- Step 3.** Tell the person that you will think about it, and then change the subject.
- Step 4.** If the person persists, let him or her know that you are not interested in the advice.