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 __________”
Social Skills

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.
Social Skills
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.
Social Skills

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.
Social Skills

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.
Social Skills

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.
Social Skills

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.
Social Skills

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.