

# **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 do\_\_\_\_\_”

“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 the person 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.

# Social Skills

## 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.

# Social Skills

## Expressing Unpleasant Feelings

- Step 1.** Look at the person. Speak calmly and firmly.
- Step 2.** Say exactly what the other person did that upset you.
- Step 3.** Tell the person how it made you feel.
- Step 4.** Suggest how the person might prevent this from happening 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 he or she did that made you angry. Be brief.
- Step 3.** Tell the person about your angry feelings. Be brief.
- 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 the person says so that you understand what has been said.



# 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 their 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 the person know that you are not interested in the advice.