



## Personal Safety: 3-Step Model of Assertive Communication

# 3-Step Model of Assertive Communication

We will practice how to communicate assertively using the 3-step Model of Assertive Communication.

### Incident breakdown:

While waiting for the traffic light another pedestrian comments on the weather while standing super close to you. You don't know this person, and you don't feel comfortable with how close they are – they're in your bubble.

An example of how to use the 3-step Model of Assertive Communication:

**Name it: what is the problem?** "You are standing really close to me". *Tip:* Be specific when referring to what the other person is doing.

**Frame it: why is it a problem?** "I need more personal space". *Tip:* Make sure you use "I" statements and speak of the behavior not the person.

**Change it: what do you want them to do differently:** "Take one step back." *Tip:* clearly state what you need the other person to change.

*Pro-Tip:* Be as clear as possible by making sure your voice, your body language, and your words match your intention to remove any possibility of misinterpretation (i.e. avoid smiling or giggling).

### Directions:

Break into pairs and practice using the above described incident. Replay the incident twice so both partners can practice the model.

### Group Debrief:

- What felt good about being assertive?
- What was challenging about being assertive?