



Taking action

1. Practice assertive communication

- Try using the 'I-message formula':

"I FEEL _____ WHEN YOU _____.

WHAT I WOULD LIKE IS _____."

- If you notice that you're not sure about something someone has said, done or asked of you, use the 'stalling for time' technique. In the space below, write a couple of 'stalling for time' statements that you'd feel comfortable using:

1.

2.

Monitor your developing assertive communication skills by using the Shark Cage worksheet on page 112. You can make extra copies of this worksheet or download extra copies from the Resources section of the Shark Cage website (www.thesharkcage.com).