



Speak about yourself, don't accuse

'I' STATEMENTS AND ASSERTIVENESS

An 'I' statement lets you express what you're going through without attacking the other person. Instead of "you always...", you speak about your own feeling and need. This eases tension and opens up conversation.

When...	describe the fact without judgement. <i>e.g. "When I hear a raised voice..."</i>
I feel...	name your emotion. <i>"...I feel uneasy..."</i>
because I need...	point to the need beneath the emotion. <i>"...because I need calm and respect..."</i>
please...	make a specific, doable request. <i>"...please, let's talk more calmly..."</i>

I have the right

- ✓ to have my own opinion and express it
- ✓ to say "no" without feeling guilty
- ✓ to make mistakes and learn from them
- ✓ to ask for help and support
- ✓ to change my mind

Simple techniques

- ✓ a calm "no", without lengthy explaining
- ✓ the "broken record": calmly repeat your point
- ✓ separate the person from their behaviour
- ✓ speak plainly, make eye contact, keep a calm tone

Write your own 'I' statement

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