Resilience: Skill of the Month



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The IDEAL Model for Assertive Communication:

- I = Identify and understand the problem.
- **D** = **Describe** the problem objectively and accurately.
- **E** = **Express** your concerns and how you feel (when appropriate).
- A = Ask the other person for his/her perspective and then ask for a reasonable change.
- L = List the positive outcomes that will occur if the person makes the agreed upon change.

Assertive Communication Qualities:

- Body Language good posture; confident; good eye contact; moderate amount of distance.
- **Voice** Even tone.
- Message Okay to express annoyance or irritation, but controlled; asks if it is a good time to talk; asks for the other person's point of view; holds the other person accountable; solution to the problem is concrete and collaborative
- Other person's response might apologize for whatever part they played in the problem; receptive to the conversation; friendship/relationship is maintained; agrees to the solution, though problem may not be 100% resolved in this conversation.

<u>Note:</u> Other communicative styles may be necessary, situation dependent.

What is the skill?

Assertive
Communication is a method of communication that is Confident, Clear, and Controlled.

KEY PRINCIPLES

- <u>Flexibility:</u> Adjust your style of communication to the situation/person you are communicating with.
- Skill, not personality:
 Communication styles are skills, not personality styles.
- <u>Re-Engage:</u> Take a break from the conversation.
 Relax/rethink and then try again.
- <u>Connection:</u> Connection is a primary target of Assertive Communication.
- Use Assertive Communication when there is a problem that needs to be solved or an issue that needs to be addressed and you want to approach the person in a manner that will strengthen the relationship.

