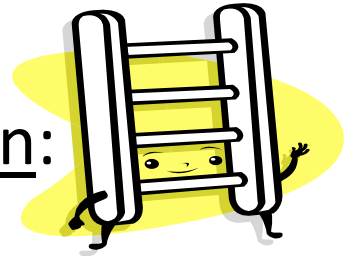
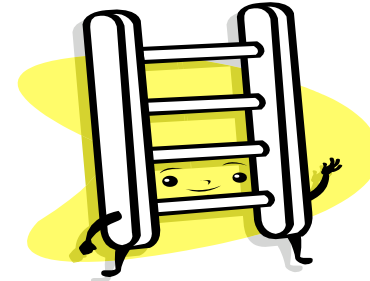


LADDER Approach to Assertive Communication:



- 1.) **LOOK AT your rights**, what you want, what you need and your feelings about your situation. Let go of blame, the desire to hurt and self pity. Define your goal and keep it in mind when you negotiate for change.
- 2.) **ARRANGE A TIME** and place to discuss your problem that is convenient for you and the other person. This step may be excluded when dealing with a spontaneous situation like someone cuts ahead of you in line.
- 3.) **DEFINE THE PROBLEM** situation as specifically as possible. This is essential for focusing the discussion. State the facts as you see them and share your opinions and beliefs. Ex., “It’s time to make a decision about where we’re going to eat tonight. I know you love Mexican food, but we’ve eaten at _____ the last 3 times and I would like to go some place new”.

LADDER



- 4.) **DESCRIBE YOUR FEELINGS** so that the other person has a better understanding of how important an issue is to you. Use “I” statements. Say “I feel hurt” vs. “You hurt me” ...Be specific...”I feel hurt when you ignore my wishes about where we eat”
- 5.) **EXPRESS YOUR REQUEST** in 1 or 2 easy-to understand sentences. Be specific and firm. Ex., “I would like to go to a French restaurant tonight”
- 6.) **REINFORCE** the other person. Describe the positive consequences that may occur (e.g., The food may be very good. With a very resistant and uncooperative person you may need to clarify the negative consequences e.g., “If you can’t give me an accurate time when you will come home, I’m not going to cook and keep things warm for you.” These are not idle threats. Make sure you follow through.