Have your say ... in a nice way! Be Assertive!!

Being Assertive means...
- Expressing your feelings and your rights clearly.
- Acting in your own best interests but still considering the needs and rights of others.
- Developing trust and equality in your relationships.
- Asking for help when you need it.

"I" messages in three simple steps.

Describe the Situation and how it affects you.
Give just the facts.

"I think...."

Express your Feelings. Say how you feel (e.g., angry, sad, frustrated, etc.).

"I feel...."

Say What You Want. Describe the action you need to see.

"I want...."

Remember to ...
- Make eye contact.
- Use a pleasant, firm voice.
- Call the other person by name.
- Use confident-looking posture.

For more information call the Region of Peel – Public Health at 905-799-7700 or visit peelregion.ca/health
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"I" messages in three simple steps.

**Describe the Situation** and how it affects you. Give just the facts.

"I think...."  
"I think I saw my CD on your desk again."

**Express your Feelings.** Say how you are feeling (e.g., angry, sad, frustrated, etc.).

"I feel...."  
"I feel angry that my wishes appear to have been ignored."

**Say What You Want.** Describe the action you need to see.

"I want...."  
"I want you to ask my permission before you borrow my CDs so I know where they are."

Remember to ...

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- Use a pleasant, firm voice.
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