

## Assertive Communication Aid

<b><i>Empathize</i></b>	Begin with a statement that tells recipient that you are trying to understand how they feel:
<b><i>Describe</i></b>	Describe the situation or behavior clearly and accurately:
<b><i>Express</i></b>	Express how that situation makes you <b><i>feel</i></b> :
<b><i>Specify</i></b>	Specify your <b><i>ideal</i></b> outcome:
<b><i>Consequence</i></b>	IF NEEDED, state a consequence. Try to think of a <b><i>positive</i></b> consequence:

Remember that communication is more difficult when you are **HAT**

**H**ungry

**A**ngry

**T**ired