



→ **Describe**

Clearly describe the *facts* of the situation (without assigning blame.)

→ **Express**

Use "I" statements to express your feelings

→ **Assert**

- Clearly state your wants and needs
- Be specific when giving instructions/making requests

→ **Reinforce**

Acknowledge when they respond well by saying "thank you" and being courteous

→ **Mindfulness**

Be mindful of your goals and don't get sidetracked by other issues or bring up past conflicts

→ **Appear confident**

Show confidence (even if you're scared) by making eye contact, having good posture, and keeping a steady tone of voice

→ **Negotiate**

Be willing to compromise and work with others to find a solution everyone agrees on