

Assertive Communication for Problem Solving Worksheet

Partner 1: What is the Problem? Be clear, concise, and use I statements.

Partner 2: What do you hear Partner 1 is saying is the problem? You do not have to agree, simply repeat back what you heard in your own words without distraction. Check for confirmation you understood correctly.

Partner 1: Confirm or clarify. Avoid rehashing the issue if partner 2 did a good job recapping. If partner 2 tries to distract, bully, or guilt you, continue to bring the conversation back to your point. You can write alternative concerns on a paper to come back to.

Partner 2: Ask "what can I do, within the things I have the ability to do, to solve this problem?" Again, don't get bent around agreement. Do emphasize that the ask must be achievable and within reason.

Person 1: Explain what you would like to see be different. Give examples of what success would look like. Ask if your request seems doable. Discuss what these changes might look like. Be open to compromise.

Person 2: Give your honest assessment of how able and willing you are to do the requested change. Be honest if you can do this. Share concerns or excitement.

Person 1 and 2: Make a plan for follow up and accountability. When will you check in again and will there be a consequence if the plan is not followed?