



## Formulating Assertive Messages

**When ...** (specific behavior)  
**I feel ...** (emotion and feeling)  
**Because ...** (tangible impact/outcome)  
**So/And ...** (desired change)

**OR**

**I've noticed ...** (define the problem)  
**The impact is ...** (state the impact)  
**What I'd like ...** (offer a suggestion)

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When you asked me to run the meeting yesterday, it felt great because I was able to demonstrate my leadership capabilities to the rest of the group. I would appreciate being able to do that again sometime.

When you don't provide me with the background information on the project, I feel confused because I have a hard time understanding how this fits into the big picture. So, could we spend some time on Friday talking more about this project?

When I don't receive your edits for the draft on time, I feel frustrated because I have a deadline that I need to meet. Not receiving the information from you impacts when I can pass along the information to my colleagues. Could we meet to talk about how we might be able to better work with the deadlines we set?

When our planned meeting times consistently change or get pushed back, I feel frustrated because I then have to alter the rest of my schedule. I would like to stick to our scheduled meeting times or come up with a plan to avoid last minute changes.

I've noticed that our scheduled meetings frequently get moved. This impacts the rest of my schedule. I'd like for us to commit to our designated meeting times.



I've noticed that you have been coming in late each day over the past week. This has impacted customer service because you haven't been here when they have needed you. I need you to arrive by 8:30 each morning.

I've noticed that the last two times I have asked you for help on the project, you've hesitated and given much shorter responses than I was expecting. I'd like to sit down and review roles for the project to be sure that we're both clear on who is doing what, and who is responsible for each piece of the project.