

<b>Assertiveness techniques</b>	<b>How it could be applied</b>	<b>Give examples</b>
<b>Acknowledging criticism</b>	Accepting criticism, but without groveling, can defuse matters.	
<b>Accepting compliments</b>	Thanks for compliments.	
<b>Asking for clarification</b>	If others criticise in a vague way, ask them to be specific.	
<b>Avoiding preambles</b>	They can confuse the listener and weaken the statement.	
<b>Acknowledging and recognizing your feelings</b>	Analyse your feeling	
<b>“Going up the gears”</b>	If you don’t get what you want first time be increasingly firm, as opposed to starting off at a maximum position.	
<b>Being aware of your appearance</b>	How you are dressed can increase confidence. Non-verbal signals send messages to the other person about how you feel	
<b>Practice saying “no”</b>	Practice saying “No” without excuses. It will get easier.	