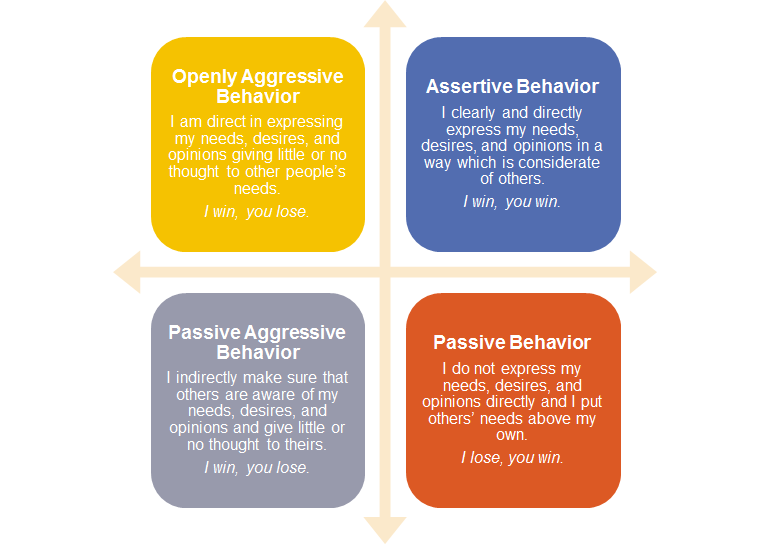
[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwj3seO4ycLhAhUjz4UKHVbfDX0QjRx6BAgBEAU&url=/url?sa%3Di%26rct%3Dj%26q%3D%26esrc%3Ds%26source%3Dimages%26cd%3D%26ved%3D2ahUKEwis4OTwyMLhAhUxzoUKHTSXAAEQjRx6BAgBEAU%26url%3Dhttps://corplearning.com/assertive-communication/%26psig%3DAOvVaw0RcUnoqXDWhOsxXCF4xRCq%26ust%3D1554883946456442&psig=AOvVaw0RcUnoqXDWhOsxXCF4xRCq&ust=1554883946456442)

**Where do you see yourself in this scenario?**

**What is fuelling this?**

e.g – previous experience with this person, lack of confidence, physical and emotional responses, uncertain of response of SU

**Where do you see the service user?**

**What is fuelling this?**

e.g. Worries/fears/temperament/mental and physical health issues/history/SU’s expectations

How can the two interact?

[](https://libguides.dundee.ac.uk/c.php?g=583973&p=4152474)

**Assertiveness. How can we achieve this in this specific intervention?**

We discussed the need to try and find ways of bridging the gaps and find opportunities to be in the overlapping part of the circles.

Anticipate

How you may feel - Fear/anxiety.

How the SU may feel or present.

Prepare

Purpose of the intervention.

What do **I** want to get out of this? Need to maintain some emotional distance.

The other person has a point of view. Need to identify ways of acknowledging his views, empathising but moving on and keeping focus. Finding a balance. Feeling comfortable that you have said what you need to say.

Statements – scripts. Use of language. I language – ownership. ‘You may disagree but this is what I need’. Posture and tone of voice – eye contact.

Rehearse

Play the words through in your head. Think through a couple of transactions – try and anticipate the response. Be mindful of statements which can inflame and these can start with ‘yes but, no but’. Say I understand acknowledge and repeat your point of view or the view you want to make.

Being Assertive. <https://www.youtube.com/watch?v=ubSL1tFmgDc>

How to deal with difficult people. <https://www.youtube.com/watch?v=kARkOdRHaj8>