

**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?



**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>