Here are 10 assertiveness tips and techniques that you can put into practice:

1. Clear Communication
When communicating your opinion, complaint, etc ensure that you are being direct, clear and precise.

2. Take Responsibility
Don’t shy away from the point you want to make or action you want to take. Commit to it and take full responsibility. For example, say “I think” rather than “we think”.

3. Don’t apologise when you don’t need to
Don’t apologise before or after you talk to someone about something as again this takes away any strength or emphasis from you.

4. Use strong verbal and body language
Use the correct tone of voice and body language when talking. For example, don’t talk into yourself or have a tremble in your voice. Maintain eye contact and use a solid strong voice but with normal volume.

5. Are you being listened to?
Check with people that they have listened to what you have said by encouraging them to summarise your opinion, complaint, request, etc. Don’t allow people to make excuses for having misunderstood and stick to what you’ve said.

6. Get out your comfort zone
Don’t avoid particular people or situations that you don’t feel confident in. In fact push yourself into as many of these situations as possible and practise your new assertive self. If there are certain people you find difficult to approach then walk up to them confidently and smile at them before you start talking.

7. Stick to the facts
Being assertive doesn’t mean making things up to support your opinions, complaints, etc. You should stick to the facts and not exaggerate. It’s good to be seen as objective rather than emotional.

8. Keep it objective
When you’re in a difficult situation with people don’t make personal references. For example, don’t say “I find you really annoying”, say instead “Please refrain from talking to me like that.”

9. Observe assertive role models
Watch assertive people and pick up words, tones and body language that you think makes them successful at being assertive. Keep a list of these attributes and add them to your portfolio.

10. Reward yourself
Each time you’re successfully assertive, note this down and reward yourself. Try and exhibit your new assertive behaviour so much that people start giving you feedback. This is your ultimate reward!
Also, don’t get disheartened when you’re not successful. Just realise where you went wrong and correct it next time.