

EDUARDO DÍAZ
ALAC/NARALO



THE ART OF ASSERTIVE COMMUNICATION

February 2023
At-Large Capacity Building Series



The ability to
express oneself
in a clear, direct,
and respectful
manner.



- Four types of communications
- Passive (P)
- Aggressive (A)
- P/A
- Assertive



Passive Communication



Agresive Communication



Passive- Aggressive Communication



Assertive Communication



Tip#1: be clear
and direct about
your needs and
wants



Tip#2: use "I"
instead of "you"
language



Tip#3: be aware
of body
language



Tip#4: practice
active listening



It is a skill!



Without
communication,
there is no
compromise

