Being assertive (without being rude)

Clearly express what you want

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Tell the other person why you want it

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Balance the negative with the positive

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Acknowledge the other person's feelings

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Try to be as specific as possible

Use "I" statements when expressing your needs	Avoid using "you" statements when expressing your needs
Make good eye contact	Keep your facial expression & gestures consistent with your message
Speak loudly and firmly, but without hostility	Reply promptly, letting the person know you are sure of yourself