

Assertive Communication Workbook

A gentle guide to expressing needs, honouring emotions, and communicating with clarity and compassion.

Section 1: What Is Assertive Communication?

Assertive communication is a balanced way of expressing your needs and feelings while respecting others. It is calm, clear, and grounded—neither passive nor aggressive.

Section 2: The “I-Statement” Formula

Use this template to express yourself without blame:

I feel _____ when _____ because _____. What I need is _____.

Section 3: Reflection Questions

- What situations activate your defensive reactions?
- How do you typically respond during conflict?
- Which boundaries feel hardest to express?
- Where do you feel assertiveness in your body?

Section 4: Universal Feelings List

Category	Feelings
Sadness / Low Mood	sad, disappointed, discouraged, hopeless, lonely, down, heartbroken, grieving, drained, vulnerable
Anger / Frustration	angry, irritated, resentful, frustrated, outraged, annoyed, defensive, tense, hostile, overwhelmed
Fear / Anxiety	anxious, worried, fearful, nervous, insecure, panicked, uneasy, startled, uncertain, apprehensive
Joy / Happiness	joyful, grateful, content, peaceful, excited, delighted, hopeful, inspired, enthusiastic, radiant
Love / Connection	loving, open, compassionate, warm, affectionate, trusting, close, appreciative, supported, connected
Empowerment / Strength	confident, grounded, capable, powerful, proud, determined, courageous, steady, expressive, assertive

Calm / Neutral

calm, relaxed, balanced, curious, reflective,
neutral, centred, present, observant,
accepting

Section 5: Universal Needs List

Category

Needs

Connection Needs

understanding, empathy, companionship,
honesty, closeness, affection, being heard,
warmth, belonging, mutual respect

Emotional Needs

calm, reassurance, stability, emotional
safety, validation, acceptance, trust, clarity,
gentleness, encouragement

Autonomy Needs

choice, independence, space, freedom, self-
expression, authenticity, agency, flexibility,
boundaries, time alone

Safety & Security Needs

predictability, reliability, structure,
security, protection, consistency, steady
routines, financial safety, comfort, support

Communication Needs

honesty, transparency, directness, follow-
through, active listening, time to process,
clear expectations, feedback, shared
understanding, being taken seriously

Personal Growth Needs

learning, mastery, challenge, purpose,
inspiration, creativity, contribution,
reflection, meaning, progress

Physical & Practical Needs

rest, nourishment, movement, quiet,
privacy, shared tasks, help, balance,
recovery, routine

Section 6: Create Your Assertive “I-Statement”

I feel _____

when _____

because _____

What I need is _____

