

CARING FOR CAREGIVERS SERIES

ASSERTIVE COMMUNICATION: THE BALANCING ACT

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AutismONTARIO



SAAAC
AUTISM
CENTRE

Communication Styles



Passive



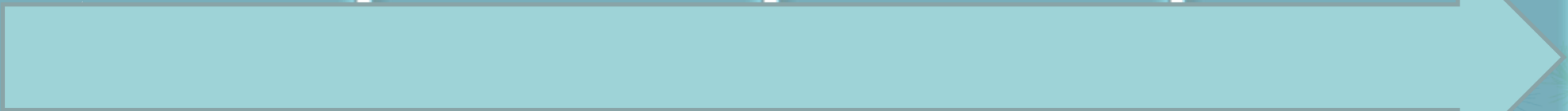
Passive-
Aggressive



Aggressive



ASSERTIVE

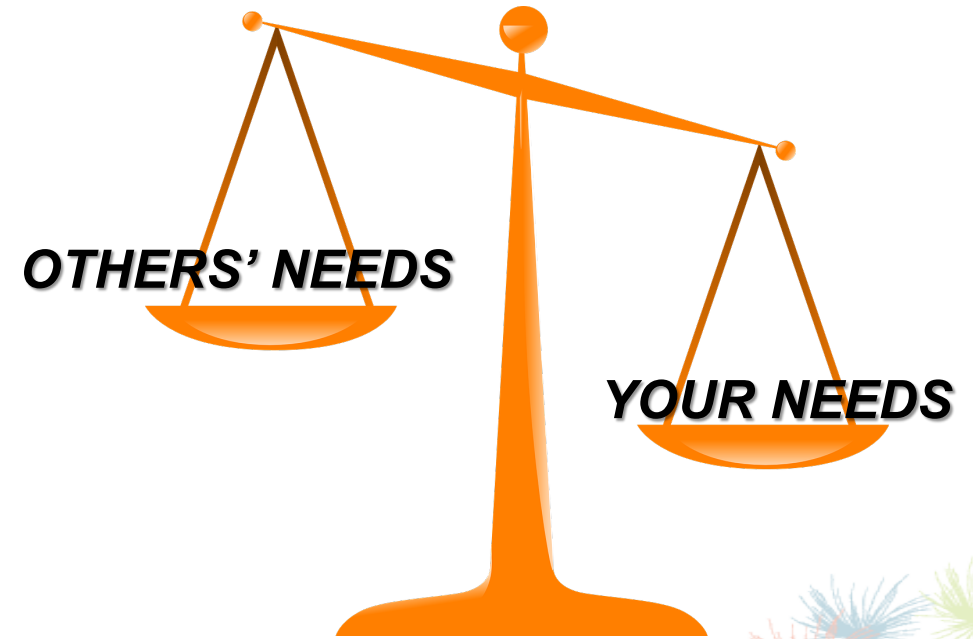


Passive VS. Aggressive

PASSIVE

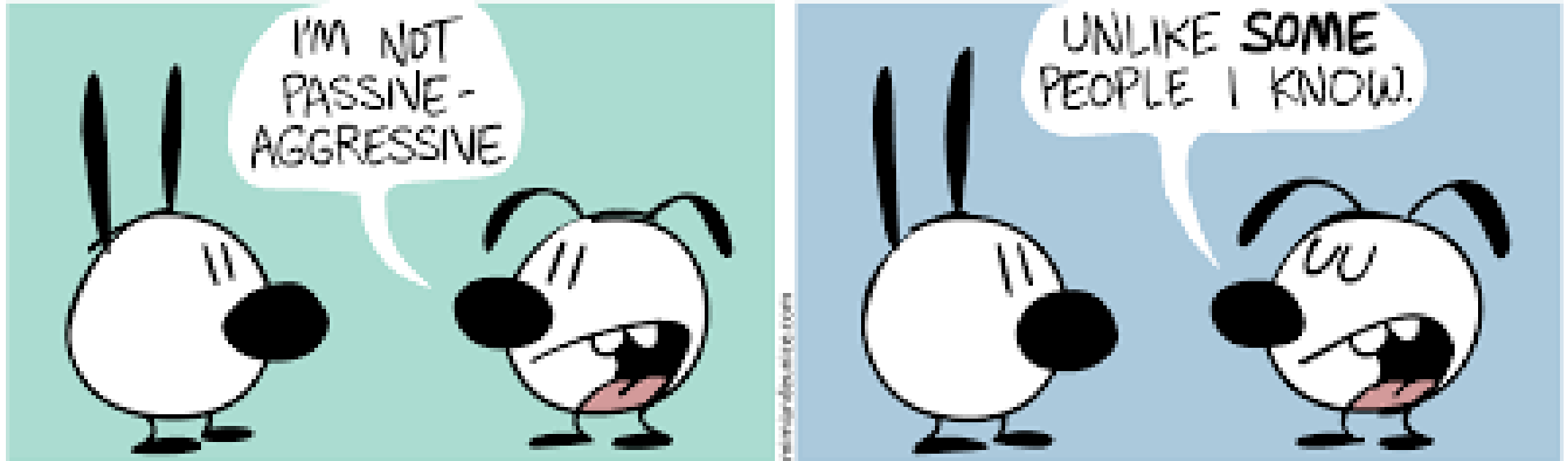


AGGRESSIVE

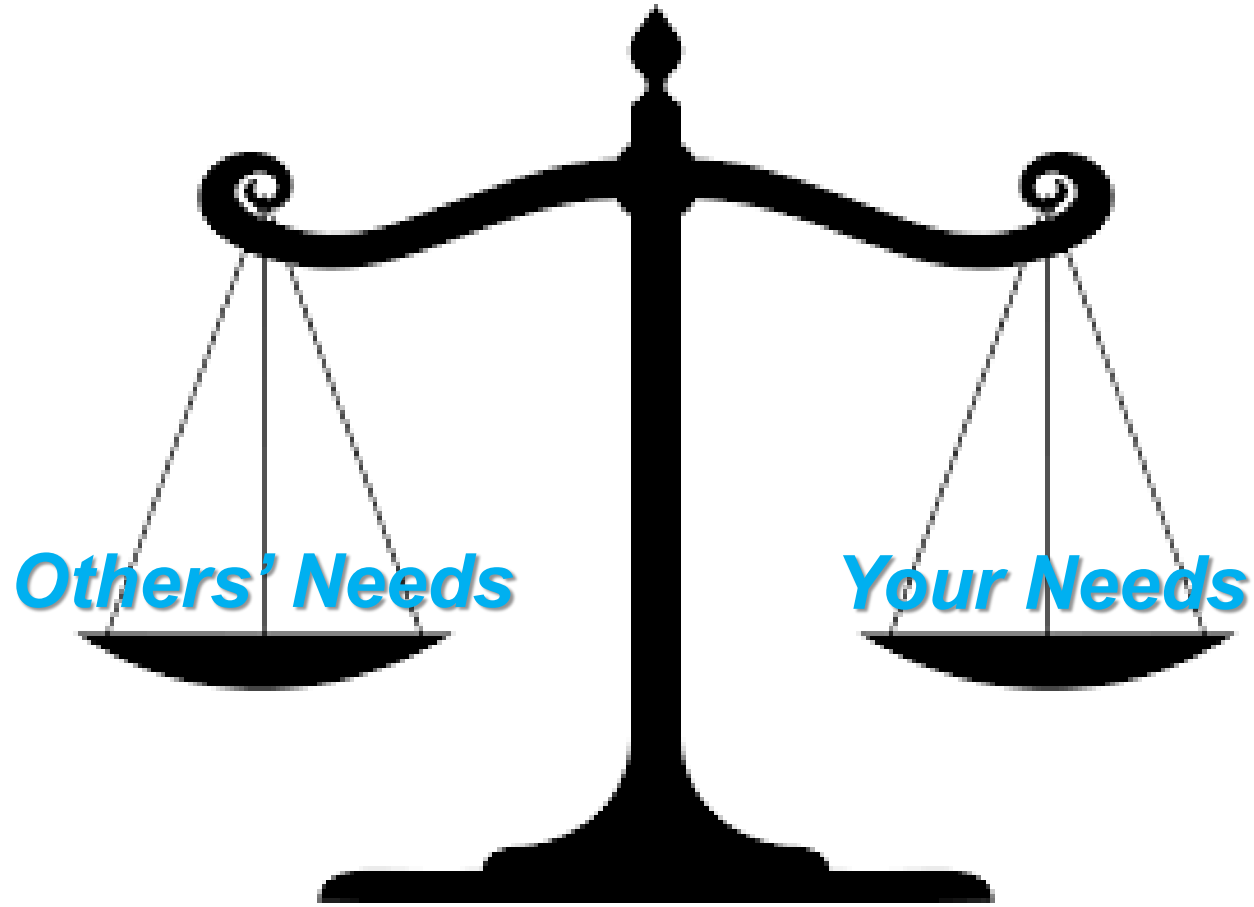


Passive-Aggressive Communication Style

- *“That’s fine with me, but don’t be surprised if someone else gets mad”*



Assertive Communication Style



A “WIN-WIN”



STRATEGIES



Actively Listen



Learn to say no



Voice your needs



Rehearse



Body Language



Benefits of being Assertive

- Improve self-confidence/self-esteem
- Insight into your feelings
- Improve communication
- Create win-win situations
- Improve decision-making skills
- Empowering



Cultural Context

- May have differing values around assertive communication
- May exacerbate the problem
- Might be met with hostility



Culturally Responsive Strategies

Situation-specific

Acknowledge
cultural norms

Preface statements

Validation

**CAREGIVERS
LEARNING
THROUGH
SHARED
EXPERIENCES**



Activity



CARES will teach you

- How to effectively communicate and be assertive
- The skills to help balance your needs with the needs of your family

