

## Assertiveness Training – The L.A.D.D.E.R. Technique

If you're looking for a way to practice being more assertive in your communication, try the L.A.D.D.E.R. technique. It is a step-by-step procedure for being more assertive.

Step 1 **L**ook at your needs, wants, rights, and feelings about the situation. Establish a goal for what you wish to accomplish.

Step 2 **A**rrange a meeting that is convenient, where you and the other person can speak comfortably.

Step 3 **D**efine the problem clearly to the other person. Be specific.

Step 4 **D**escribe your feelings using “I” messages. “I” messages let you take responsibility for your feelings. You are not blaming others for how you feel. It helps to connect the feeling statement with a behavior of the other person. For example, “I felt hurt when you didn’t acknowledge my work.” rather than “You hurt me when you ignored me.”

Step 5 **E**xpress and explain your remarks in an assertive manner using clear sentences. Be aware of your eye contact, hand gestures, posture, voice tone, and facial expression.

Step 6 **R**einforce your remarks by noting the positive outcomes.

Source: The Relaxation and Stress Reduction Workbook, New Harbinger Publications, Oakland, California, 1980.

## Example – Work Overload

- L** I can only do so many assignments at one time. My boss needs to understand that I'm overloaded.
- A** I'll set up a meeting with him for 3:00 p.m. tomorrow.
- D** David, I'm having a problem with the excessive amount of work that I am responsible for this month.
- D** I feel frustrated because I have been given more tasks than I think I am able to complete.
- E** I would like you to delegate some tasks to another staff member.
- R** This will ease my burden and I can work more effectively