

# How to be more assertive in the workplace

Want more autonomy at work, more variety in your work, or more help and support?

**Use the DESC method below to effectively express your needs and wants.**

## HOW

### 1. Describe

- ✓ Describe the situation
- ✓ Stick to the facts
- ✓ Stay objective – avoid attacking the person

### 2. Express

- ✓ Express your feelings
- ✓ Give your opinion about the situation
- ✓ Phrase your statements using 'I'

## WHAT

The **DESC model** teaches you how to express your needs in an assertive and effective manner. It helps you communicate clearly so you can yield the results you want.

### 3. Suggest

- ✓ Suggest solutions
- ✓ Specify your expectations
- ✓ Come up with compromises

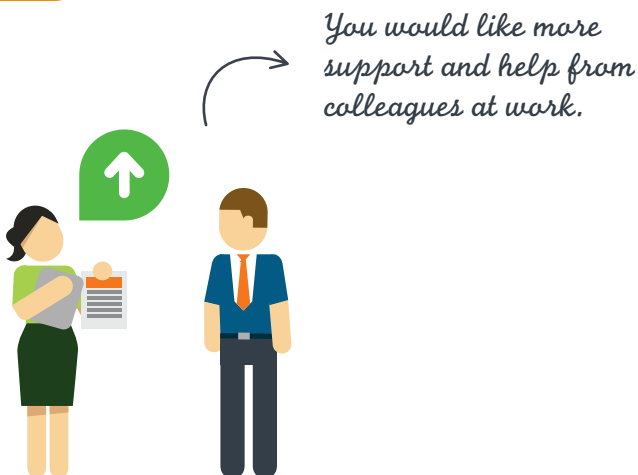


### 4. Conclude

- ✓ Emphasise the positive consequences
- ✓ Request a response
- ✓ Phrase your statements using 'we'



## EXAMPLE



### ✓ Describe

"I noticed that I am usually working on projects on my own."

### ✓ Express

"As a result, I feel quite isolated at work."

### ✓ Suggest

"I would like us to schedule a team meeting every week. This will allow me to provide a progress update on my projects and ask for input where needed."

### ✓ Conclude

"Can we organise this together?"