



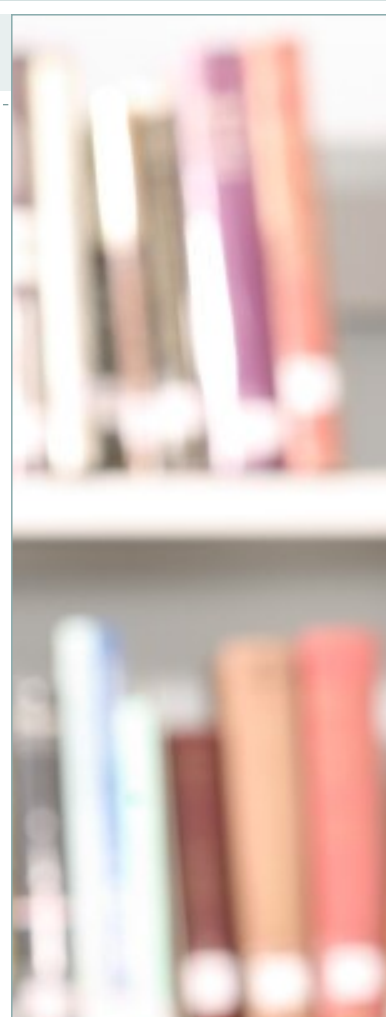
Student Wellness Program

<http://ubhc.rutgers.edu/swp/index.html>

Assertive Communication

Communication skills are often a topic of discussion for many individuals, regardless of treatment history. The concept of assertive communication and its various moving parts are often times the difference between functional relationships vs. non-functional relationships (relationships in this context are all types—romantic, friends, family, etc.). Here, you will find the basics of what has been found through the student wellness program to be the most helpful in assisting students in developing more effective ways of communicating with others, as well as yourself.

- 3 Styles: Passive, Assertive, and Aggressive.
- Passive: Violates own rights. Others needs given priority.
 - Assertive: Respects both own needs and needs of others.
 - Aggressive: Violates rights of others. Own needs have priority.
- Understand the origins of your default style: Ask yourself, how did my family deal with conflict? What was I taught about how to get what I want/need?
- Recognize the specific behaviors: Each style behaves in a certain way. Passive individuals often avoid conflict and avoid eye contact, assertive individuals are open and honest about their feelings and utilize a balanced approach to verbal tone and expression, aggressive individuals tend to raise their voice and impose their physical and emotional will on others.
- Unassertive thinking: perceptions such as “If I assert myself I will upset the other person and ruin our relationship” or “People should know how I feel/what I want” These can and should be challenged.
- Identify your feelings/thoughts through journaling. Awareness is critical to changing any behavior.
- Practice: A practical example of basic assertion with disclosure of feelings would look like- “When you come home late, without telling me before, I worry that something is wrong and I feel angry. I would really appreciate it if you could ring and let me know beforehand.”
- And more practice. Consistent practice of any skill helps with making skills a part of how you behave. Don’t be afraid to ask for help as well from a therapist or your support system.



January 2023

RUTGERS HEALTH

Student Wellness Program

Piscataway (732) 235-5933

Newark (973) 972-5429

Voorhees (856) 770-5750

<http://ubhc.rutgers.edu/swp/index.html>

Student Counseling
Educational Training
Consultations
Psychiatry Services
Orientations
Crisis Debriefing

SWP SERVICES

Consequences of ineffective communication

- Toxic relationships
- Build up of stress/anger/resentment/anxiety
- Unreasonable demands made by others
- Relationships based on negativity
- Feelings of guilt and shame

The Student Wellness Program (SWP) is available to you and any family members residing in your household, should you be experiencing any stress based events.

All services are free and confidential. Your school has already provided this as another benefit to you. No information is shared with your academic program without written consent from you.

Not only is the SWP available for concerns related to stress, we also work with individuals, couples and families for reasons such as personal difficulties, relationship concerns, grief, anxiety, parenting issues, time management, and substance abuse assessments. Whatever your concerns, we are here for you. Currently the SWP is providing telehealth services via telephone or video. Feel free to reach out to us by telephone if you have any questions, concerns or would like to schedule an appointment.

We are a phone call away...



Piscataway:

(732) 235-5933

Newark:

(973) 972-5429

Stratford/Camden:

(856) 770-5750