



## Say **NO** nicely with **A.C.T.**

- **Acknowledgment Statement**
- **Communicate Your Situation**
- **Take Action**

### Assertiveness Script

**WHEN** (describe the behavior or situation you do not like.)

---

*Example: WHEN someone is speaking to me directly, you respond for me.*

**THE EFFECT IS** (explain the potential impact it has on you or the perception of you.)

---

*Example: THE EFFECT IS people may think I don't know or that I'm not a good resource.*

**I FEEL** (express what you feel and think about the situation)

---

*Example: I FEEL invisible and disrespected as though I don't know what I'm doing or don't count.*

**I WOULD LIKE** (specify the change in the situation you would like to occur.)

---

*Example: I WOULD LIKE the opportunity to respond and if I don't know the answer you would be a great resource.  
Would that be, ok?*