

## THE DESC MODEL FOR ASSERTIVE COMMUNICATION

This is a communication formula which can be useful in dealing with conflict and confrontational situations. Use it as a guide and fit it to your own style of communicating.

Try to make just one or two simple sentences for each step:

**D**escribe the situation                      Say what is happening that you want to deal with now. Focus on the immediate situation (e.g. "right now you are telling me that \_\_\_\_\_" or "When you do \_\_\_\_\_")

**E**xpress your feelings                      (e.g. "I feel \_\_\_\_\_")

**S**pecify what you want                      (e.g. "I prefer that \_\_\_\_\_" or "No, thank you, but I would like \_\_\_\_\_")

**C**onsequences                                      Indicate what the POSITIVE PAYOFF will be for yourself and the other person if you get what you want (e.g. "I think that this will help me feel more comfortable being with you and we can have a better relationship.")

It is important that you do not put the other person down, that you show them that you want a positive outcome for them as well as for yourself. This is important if you are to have long-term success in getting what you want to happen.

This Model can be helpful in preparing yourself to confront difficult situations. If your usual style of handling a situation doesn't give you satisfaction then try this.