Say What Matters

Standard assertive communication worksheet | Guide and example

Who this is for

For adults who want to express a concern clearly and respectfully once calmer.

What this helps with

Describe the event; explain its impact; make a specific request.

Why this can help

Separating the event from an assumption can make your concern clearer. A practical request gives the other person something concrete to respond to.

How to use this worksheet

1. Choose one concern and a suitable time. If the situation is unsafe, prioritise support rather than this conversation.

2. Describe what happened without guessing motives. Name the impact and what would help.

3. Rehearse or write your request. Listen to the response, clarify what is agreed and review what happens.

Guided example - fictional

What happened: The meeting time changed without a message.

Impact / need: I felt frustrated and had to rearrange work. I need earlier notice.

Clear request: "Could you message me as soon as you know the time may change?"

Agreement: They will send a brief message, even before the new time is confirmed.

Repair, if needed: "I raised my voice. I am sorry. I will explain my concern without shouting."

Optional next step: Rehearse your chosen response at a calmer time.

Original educational tool informed by NHS anger advice and NICE ADHD guidance.
Sources: nhs.uk (Get help with anger); nice.org.uk/guidance/ng87. Checked 6 Nov 2026.

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Say What Matters

Standard assertive communication worksheet | Your turn

Use one event or practice attempt. A few words are enough; leave out identifying details.

What happened? Describe the event, without guessing motives.

How did it affect you? What matters here?

What specific, realistic request would help?

My words: put the concern and request together.

What was agreed? Include who will do what, and when.

If I acted hurtfully, what responsibility or repair is needed?

Reflect and choose your next step

Was my concern clear and my behaviour respectful?

What did I learn from the response?

What follow-up or different approach is needed?

A clear request cannot guarantee a response. You do not have to confront someone who frightens or controls you. Seek support; their behaviour is not your responsibility. If this feels too much or anger is causing harm, speak with your GP or therapist. If anyone is in immediate danger, call 999.

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