##### Dealing with Workplace Problems:

##### An assertive strategy

Here is a suggested format for preparing to tackle interpersonal problems. Of course you then have to apply or implement your plan of action. Your preparations will boost your confidence or resolve to sort things out; on the other hand just going through these stages might clarify an issue in your head which may be all that was required.

1. **Describe the situation/ context** (when, where, who etc.)

1. **The problem for me** (what’s going on, how are you affected…)
2. **What are my feelings?**
3. **The resolution I’m looking for…**

**5. What are my rights in the situation? What are theirs?** (Do I need to research anything..?)

1. **What is my bottom line?**

**7. Next steps...**