



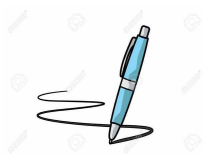
Emelda's skills

Emelda was unhappy about her college classes. It turned out to be at a much higher level than expected but she didn't like to tell anyone so she kept turning up.

Thankfully, Emelda eventually asked herself why she kept doing it when it made her so unhappy and she

realised that she was trying to please others at the expense of her own wellbeing and happiness.

She felt bad about quitting because her granny, with whom she lived, had been so kind as to pay for her course. Other people had helped her to get onto the course. She felt awkward and ungrateful for not liking it, but she realised that if she wasn't happy doing something there wasn't any point to it.



Write down or discuss with a partner how Emelda could have used each of the assertiveness skills:

The Broken Record, repeating her request?

The Agree & Divert technique?

The Reveal a Positive Need skill?