

## Four step assertion sequence – the DESC approach

This is particularly useful when you are asking people to change their behaviour.

1. **Describe** what you are experiencing/noticing using neutral, non-blaming language.
2. **Explain** its affect on you.
3. **Show** that you understand how others feel and the positive intention behind their behaviour.
4. **Communicate** your preferred outcome.

	<b>Someone is looking out the window during a joint session</b>	<b>Someone is banging on the table and shouting</b>
<b>DESCRIBE</b>	Sam, I notice you're looking out of the window...	Sam, when you bang on the table and shout...
<b>EXPLAIN</b>	...I feel concerned that you may be missing out on the benefits of this session by not taking part...	...I find it hard to concentrate and am starting to feel defensive...
<b>SHOW UNDERSTANDING</b>	...I understand that this may be difficult for you to listen to come of the things that are being said...	...I understand that you may be angry and frustrated, and that you are trying to make your point...
<b>COMMUNICATE AN ALTERNATIVE</b>	...could you reassure me that you are still happy to continue.	...I would like to hear you, so please could you talk it through more quietly so I can hear what you are saying.

The DESC sequence is taught on many of our training courses, including the ILM endorsed Qualified Workplace Mediator.

**Contact us for more information: 0844 504 8874**