

Practicing Assertiveness

Presented by ComPsych® Corporation



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Question

What does it mean to be assertive?



Agenda

Differentiate between passive, aggressive, passive aggressive, and assertive forms of communication

Know the benefits and disadvantages of various forms of communication

Develop healthier relationships with the people around you including friends, family members, romantic relationships, and coworkers

Practice effective methods of asserting yourself daily

Gain confidence in advocating for your needs and desires

Definition

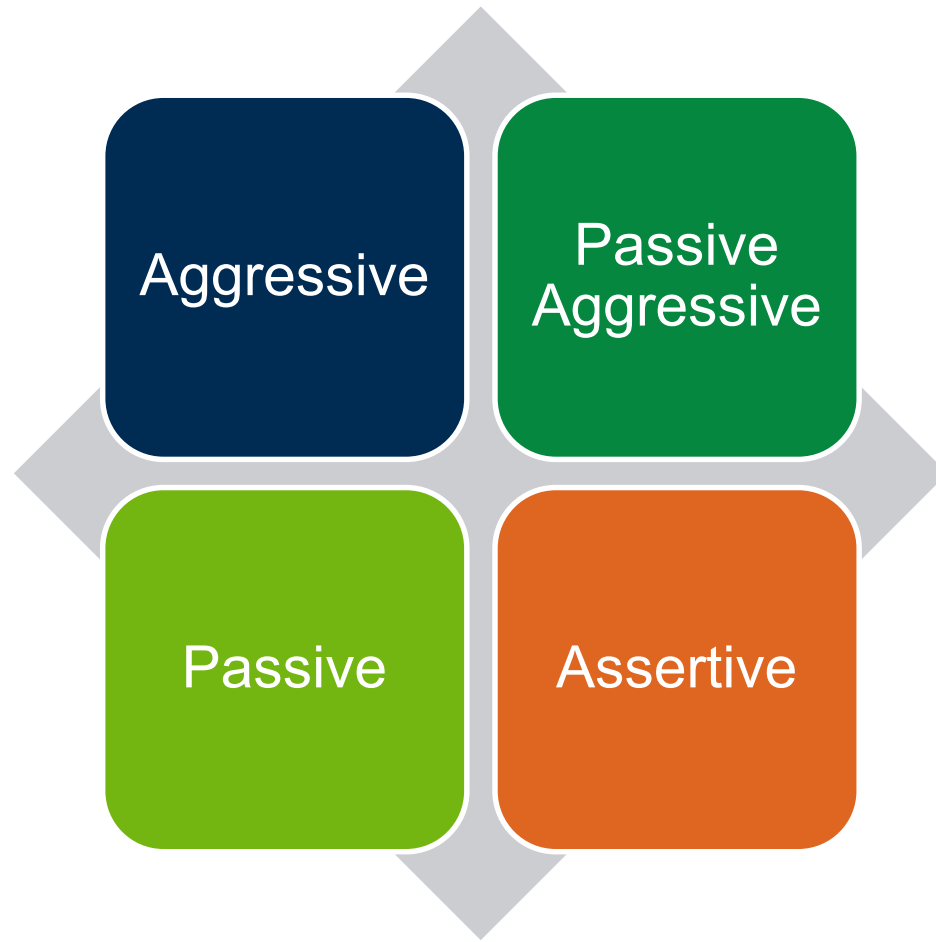
According to the Merriam Webster Dictionary

Assertiveness is:

“...disposed to or characterized by bold or confident statements and behavior...”



Four Types of Communication



Benefits to Assertiveness

Understand and recognize your feelings

Reduces stress

Better relationships (personally and professionally)

Boost self-esteem

Happier

Gain respect from others

Greater personal and professional success



Barriers to Assertiveness

Low self-confidence

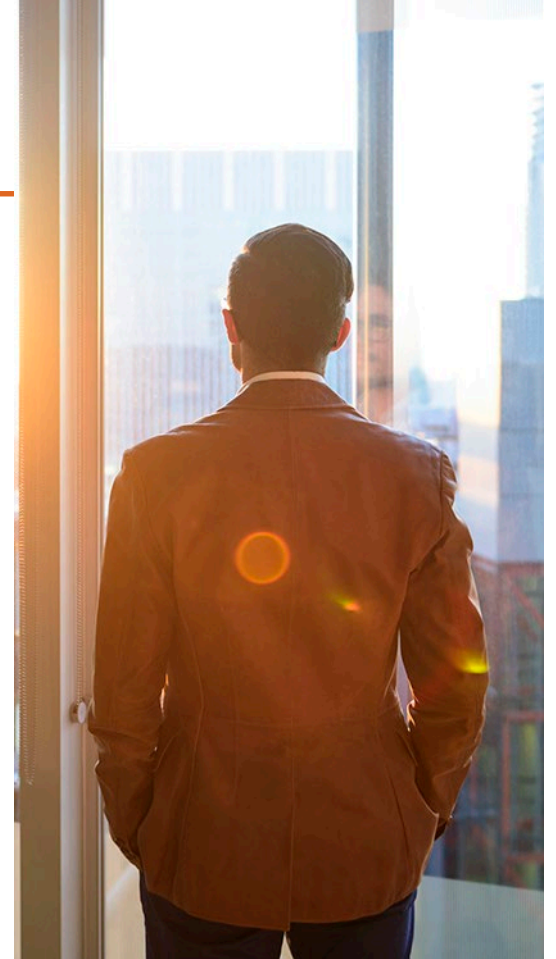
Don't believe in personal wellness

Belief that the needs of others are more important than one's own

Lack of emotional awareness

Fear

Guilt



Understand and Recognize Your Feelings

Fear

Happiness

Sadness

Surprise

Disgust

Anger

Others???



Identify Feelings

The food you ordered at a restaurant comes out cold

You stub your toe in the dark on toy left by your child

Your coworker cuts you off during a meeting

Your significant other spent joint money on a new car without discussing it with you beforehand

Your sibling asks you for money. You'd like to help but are short yourself.

A colleague hands you a project when your plate is already full

Identify an Assertive Response

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Practical Methods

Take small steps

Rehearse what you want to say

Keep emotions in check

Think about body language

Use “I” statements rather than “You” statements

Avoid absolutes

Practice, practice, practice!



Helpful Statements

“No, I can’t do that right now.”

“Can I get back to you?”

“I understand that you’d like me to but I’m not interested.”

“I can’t make a decision right now. Shall we setup an appointment to speak about this next week?”

Scenarios

- Your friend asks to borrow \$200 to pay a late ticket fee.
- Your boss asks you to stay late the same night you have an event at your child's school.
- Your spouse is pressuring you to contribute money to an organization of which you don't approve.
- Your coworker keeps coming to your desk to chat but you have too much work and need to focus.

Summary

Assertiveness allows you to respect your own rights while upholding the rights and dignity of others

Fear and guilt can prevent one from being assertive

Emotional awareness allows us to better understand our needs and therefore, communicate them affectively to others

Anyone can learn to be assertive with time and practice

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