Assertiveness – (the art of communicating what you want)

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2024

Todays session

Structure

- 10 – 3pm
- Frequent breaks
- Confidentiality
- Format of the session
- Smartphones
- Pen and paper



My approach




WHERE THE MAGIC HAPPENS
YOUR COMFORT ZONE

Introductions

Please share the following:

- Your name
- Your role
- And what number on the sheep scale that you relate to today.



Go to **www.menti.com** and use the code

2112 8722

and let me know the following

What are the main things you would like from today's workshop?
What would you like to cover?

Today is about assertiveness.....

- In your professional life
- In your personal life
- In your future.

"We don't see things as they are, we see them as we are." Anais Nin

Assertiveness ...(cont'd)

Task

In pairs , spend some time discussing what it would be like to be more assertive

Think – *'if I was more assertive, less aggressive .... wouldn't happen'*

Who would you be more assertive with, where, when etc?

Assertiveness ...(cont'd)

.....is the art of ***communicating*** what you want, ***clearly, openly and rationally***.....without being aggressive and without taking a submissive stance (passive).

If you are not sufficiently assertive you can feel that others are '***calling the shots'*** in your life, which can leave you feeling powerless and as if others are walking all over you, and ultimately not getting things done.

When you deny yourself the ability to stand up and speak your mind, you can miss out on opportunities. Its not always easy to be assertive, but it can be learnt.

Why is it important

When people are passive or aggressive, they are often not heard or valued ;-

direct aggression is ; *bossy , arrogant, bulldozing, intolerant, opinionated and overbearing*

indirect aggression – *sarcastic, deceiving, ambiguous, insinuating, manipulative and guilt inducing*

submissive – *helpless, passive , indecisive and apologetic*



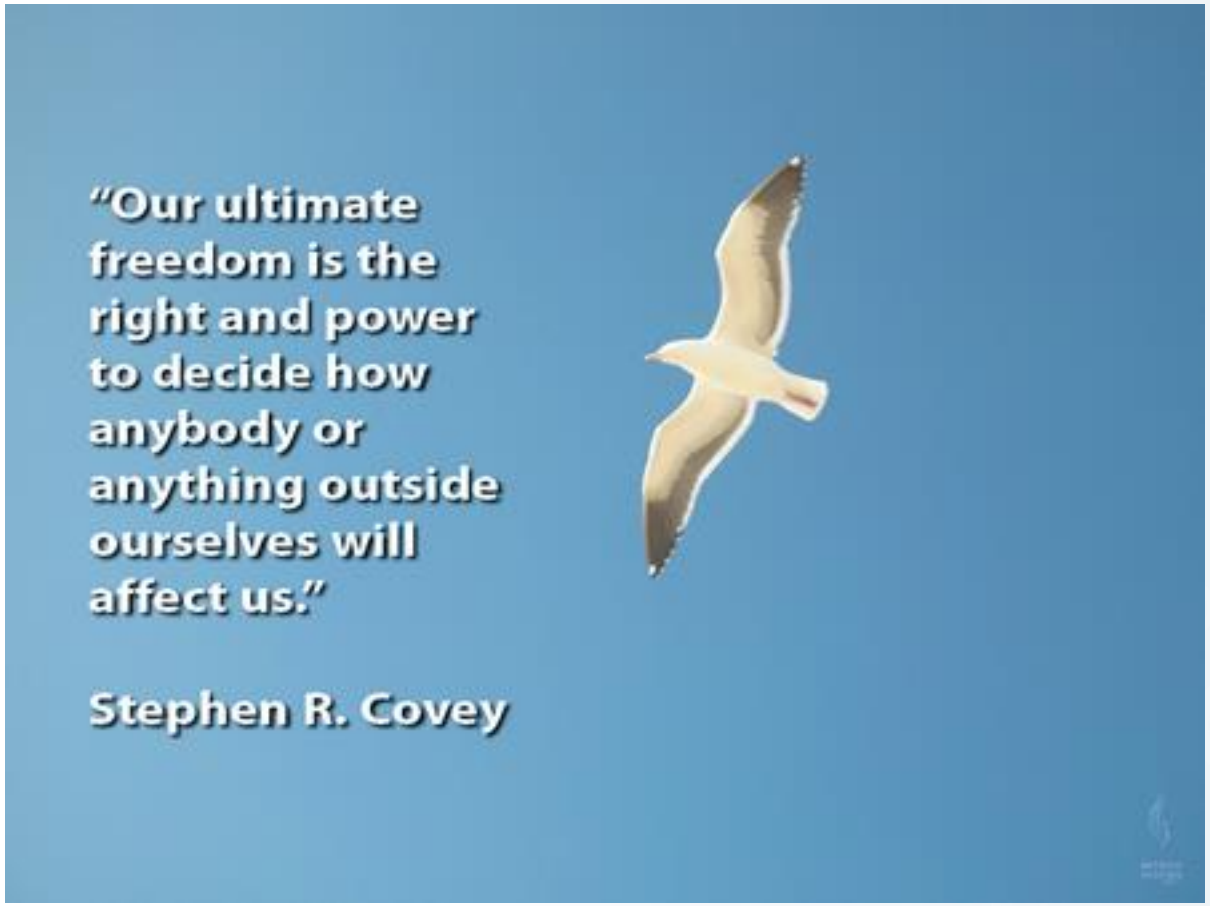
Where's your default?

Assertiveness – the benefits

- Helps us feel good about ourselves and others
- Enables us to become enhanced communicators
- Increases our self esteem
- Leads to the development of mutual respect
- Helps us achieve our goals
- Reduces anxiety
- Minimises us hurting or alienating other people
- Protects us from being taken advantage of
- Enables us to make choices and decisions in life
- Enables us to express a wide range of opinions.

hqn TRAINING

Assertiveness....



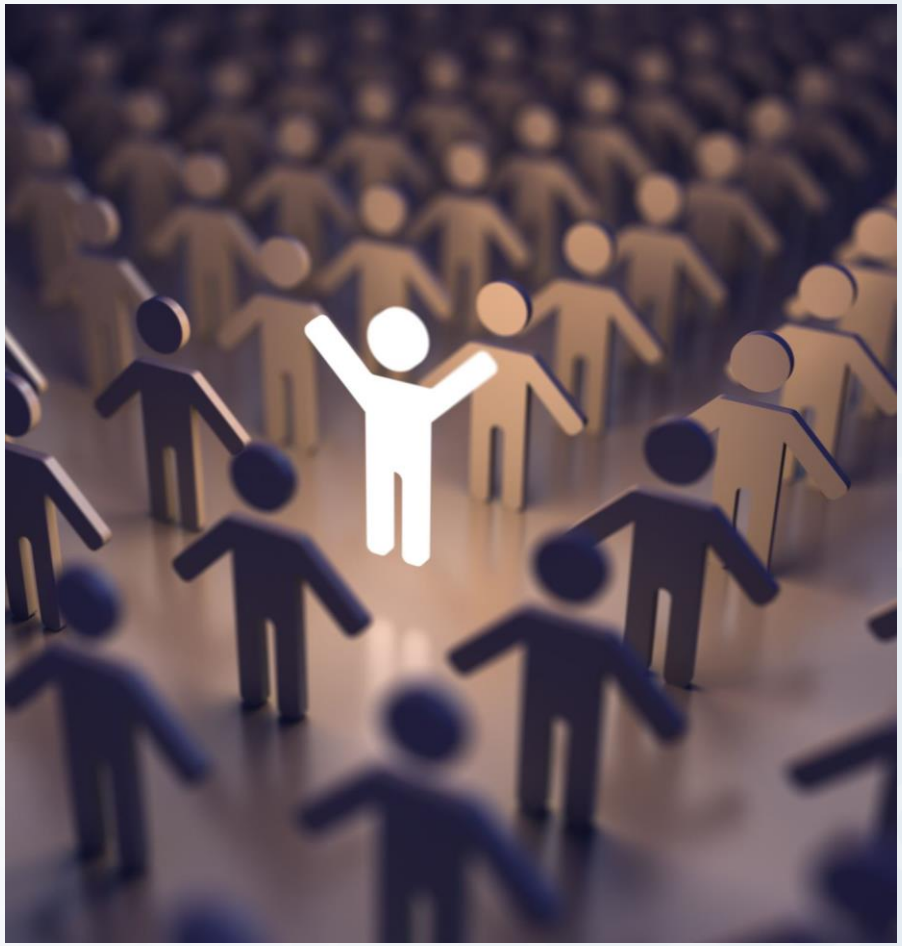
Here's what it means to be assertive:

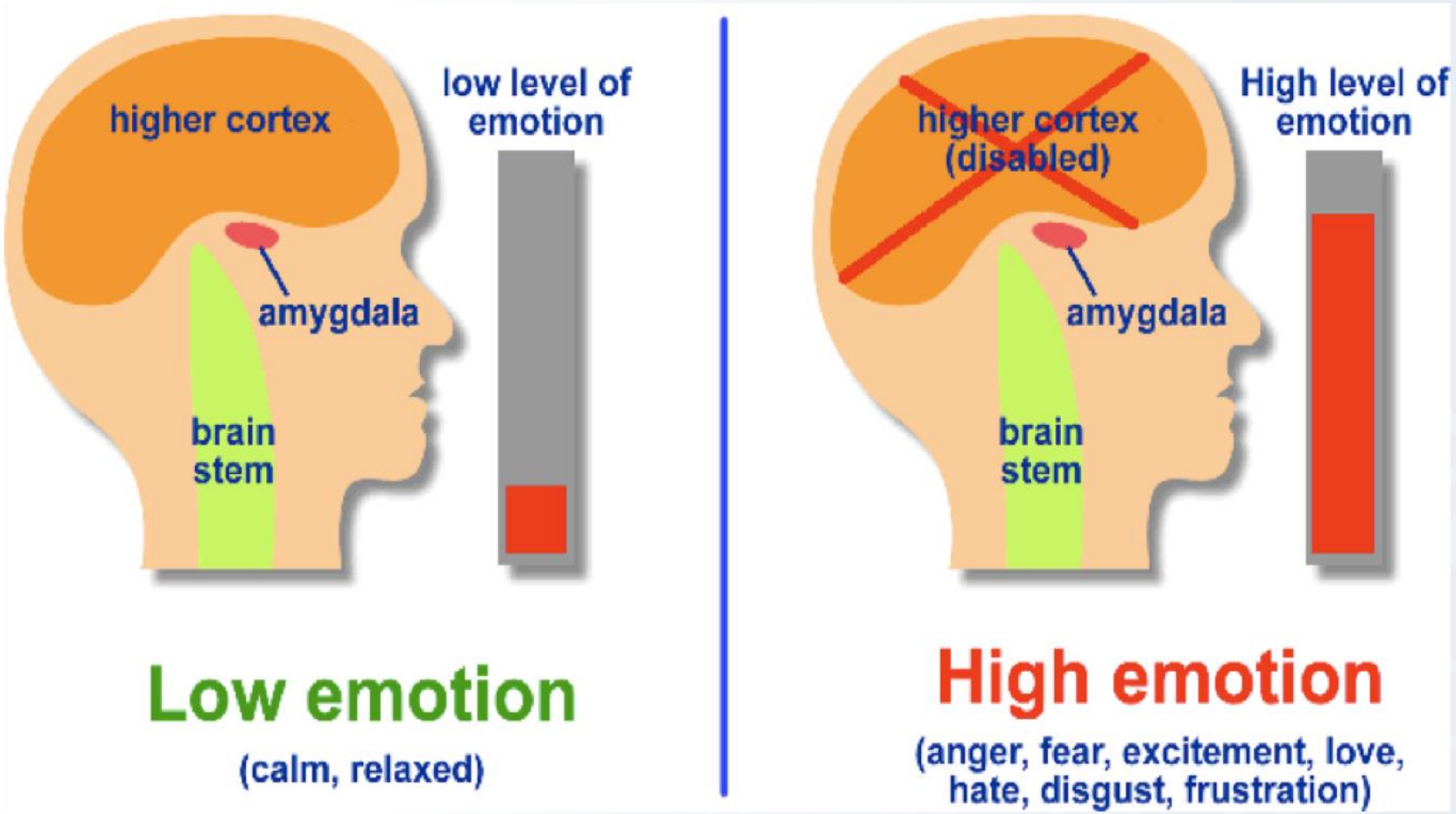
- You can give an opinion or say how you feel.
- You can ask for what you want or need.
- You can disagree respectfully.
- You can offer your ideas and suggestions.
- You can say no without feeling guilty.
- You can speak up for someone else.

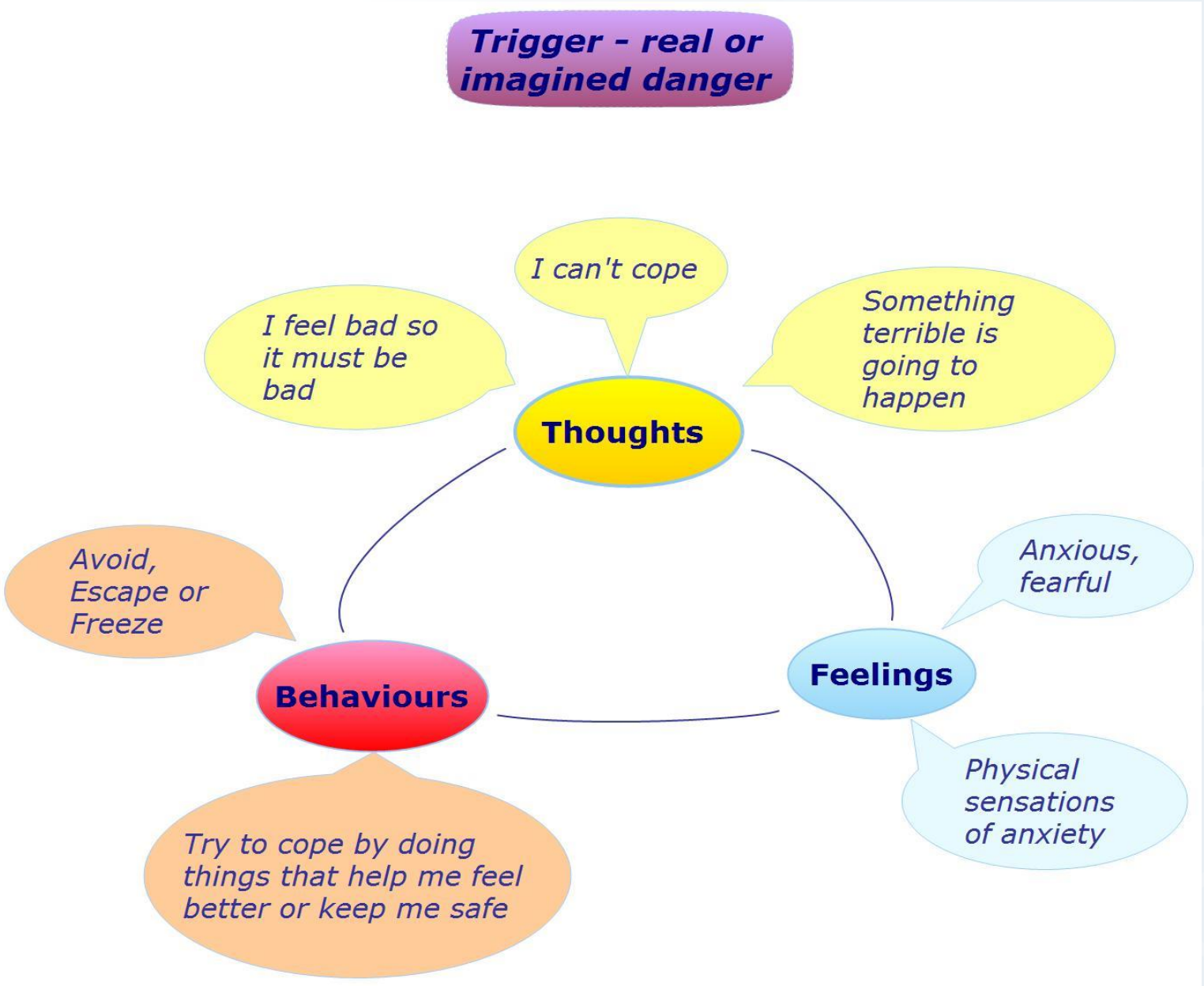
Learning to become more assertive ...

...can be stressful for some people because of many reasons:

- We worry we will be viewed as selfish
- We worry conflict will arise
- We worry we might seem impolite
- We worry we aren't being helpful
- We are nervous or worried about others disproval
- We worry if we don't shout loud enough, we won't be heard
- We think people ought to know what we are saying anyway.




higher cortex
low level of emotion
amygdala
brain stem
Low emotion
(calm, relaxed)
higher cortex (disabled)
High level of emotion
amygdala
brain stem
High emotion
(anger, fear, excitement, love, hate, disgust, frustration)


Trigger - real or imagined danger
I can't cope
I feel bad so it must be bad
Something terrible is going to happen
Thoughts
Avoid, Escape or Freeze
Anxious, fearful
Behaviours
Feelings
Physical sensations of anxiety
Try to cope by doing things that help me feel better or keep me safe

Personality profiling tool

Before you complete this remember the following

- this tool doesn't label you, it increases self-awareness
- Answer each statement with your instinctive answer
- You don't have to share your results with the group
- Personalities aren't 'bad' or 'wrong'

Free personality test, type descriptions, relationship and career advice | 16Personalities

Our inbuilt responses

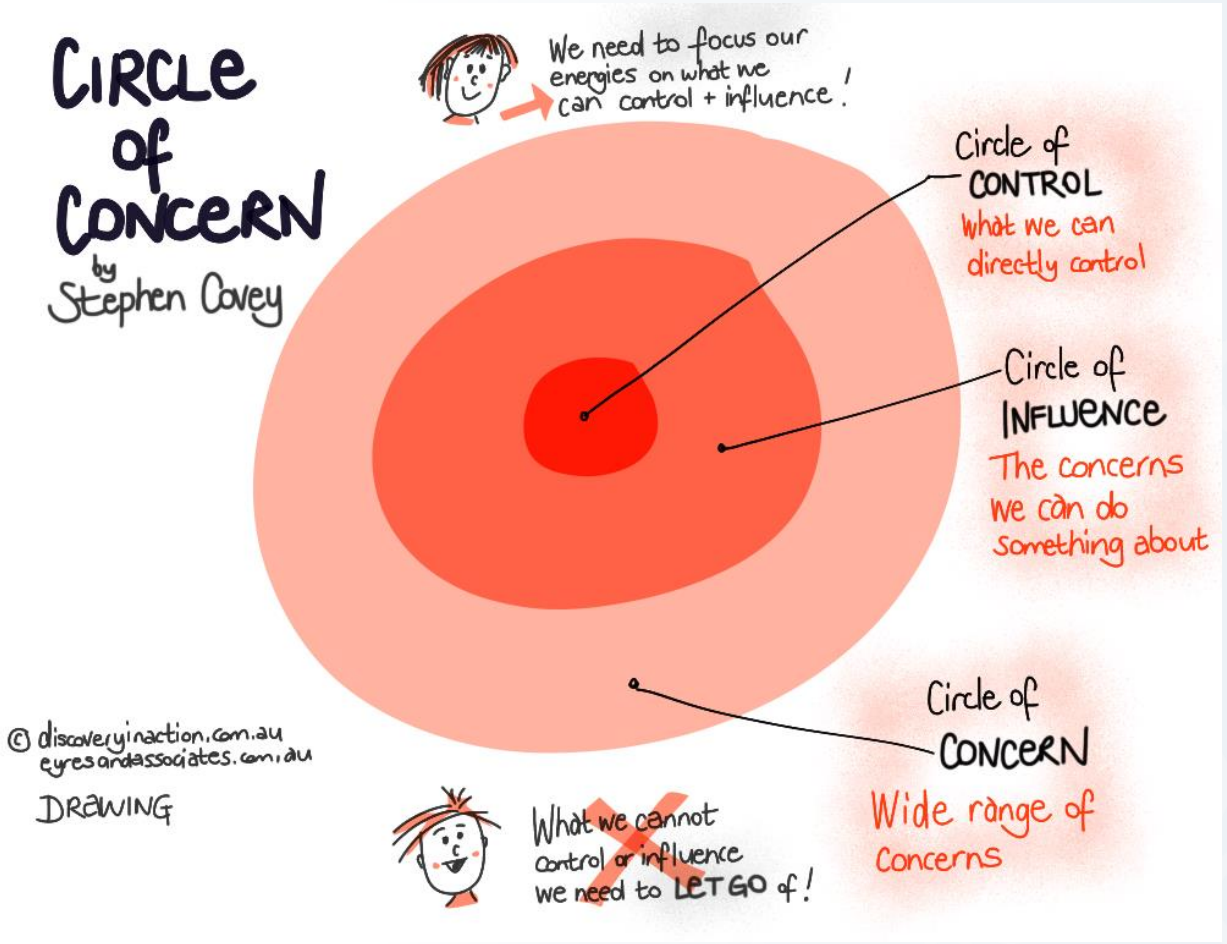


Our inbuilt responses...(cont'd)

Five allowers

Driver	Allower
Be Perfect	You are good enough as you are
Please others	Please yourself
Be Strong	Be open and express your wants
Try Hard	Do it
Hurry up	Take your time

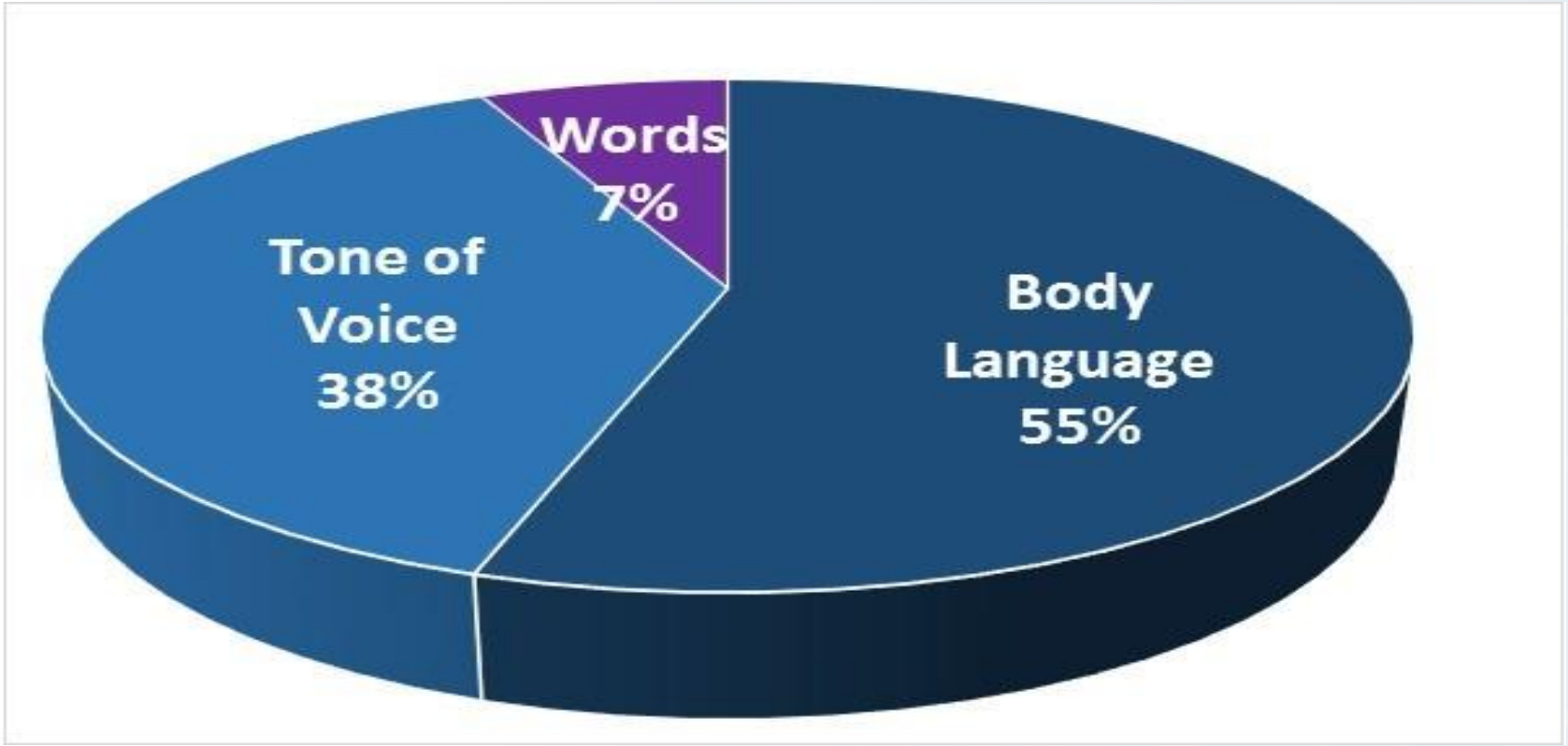
what can you control? [Stephen Covey's Circle of Influence (youtube.com)]



Building your assertiveness



The delivery part



Assertive approaches

- Making requests
- Stating what you need
- Saying no
- Not apologising (for example)
- Giving and receiving criticisms.

Assertive communication

- Send a clear message
- Listen to what the other person is saying
- Ensure you understand what they are saying
- Use ‘I’ statements
- Acknowledge your role.

Assertive approaches



Phrases that buy you time

- "I'll think about it and get back to you."
- "I just don't know. Mind if I think about it for a while?"
- "This is so important, and I can't give it the time it deserves right now. Can we make an appointment to talk?"

Thanks , but no thanks .....

- Thanks for thinking of me, I think I'll pass on this one."
- "Thanks for keeping me in the loop, I can't make it this time."
- "Thank you for sharing, I'd also like to hear from other people in the group."
- "I appreciate that you enjoy doing _____, it's really not my scene."

Phrases to avoid

- Um
- Unfortunately
- I hate to bother you, but
- I just
- Is that ok?
- I'm sorry, but .....
- Its not my fault
- That’s not my job
- I'm available at any time that’s convenient to you
- I think.

assertiveness needs....

Know your human needs

- Biological needs
- Safety and security
- Creation, contribution, participation
- Love , belonging, significance
- Self esteem and growth



What is confidence?



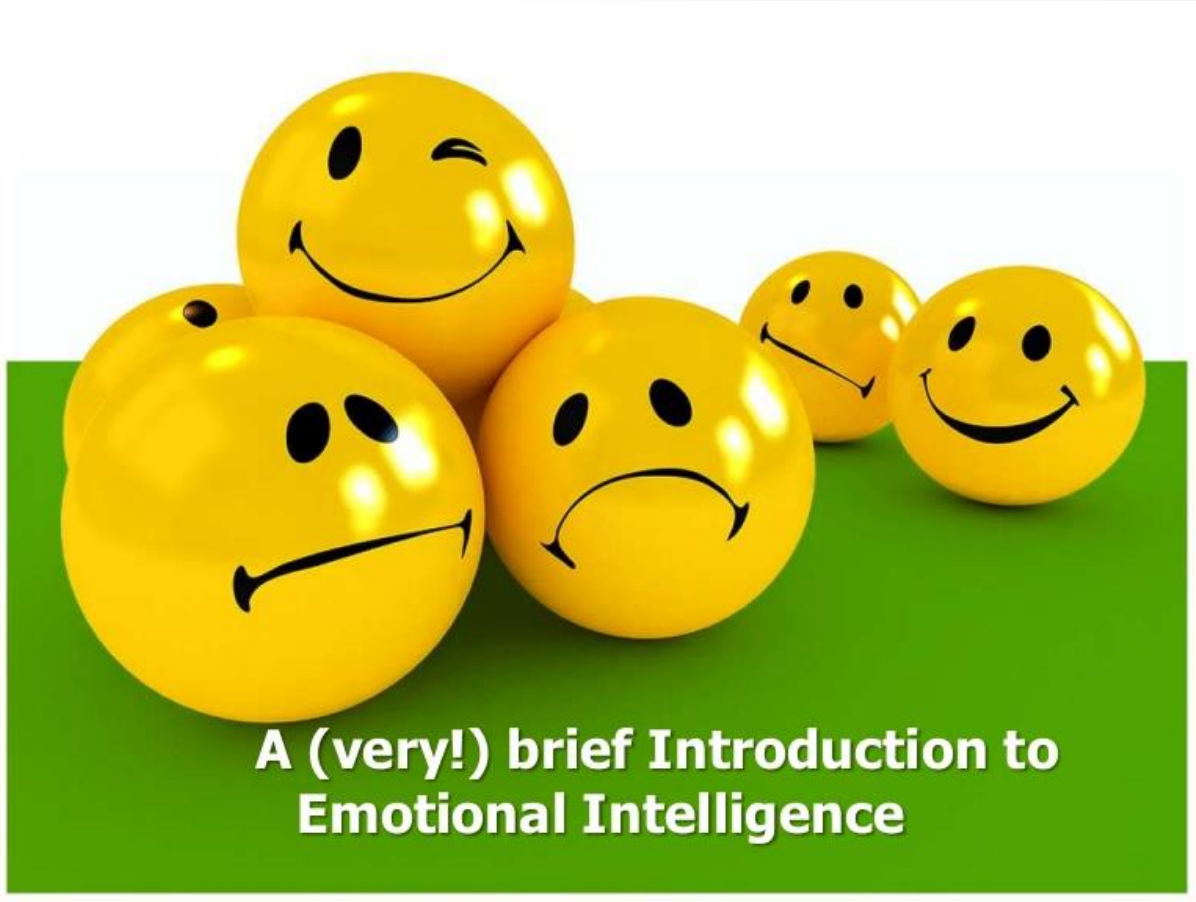
Please stay in touch



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Soft skills, personal development and management training and coaching products – tailored to your organisations needs.

Emotional intelligence



Emotional intelligence ...(cont'd)



Emotional intelligence ...(cont'd)

- Self aware
- Self regulate
- Motivated
- Empathic
- Social adept.

Our beliefs

Checking out our automatic or current beliefs against what's actually happening.

- What is my perception of what's going on?
- What evidence do I have?
- How valid is the evidence?
- Am I reacting to feelings or facts?
- Am I catastrophising?

Assertive behaviour's

- Being open in expressing your wishes, thoughts and feelings , and encouraging others to do likewise
- Listening to the views of others an responding appropriately, whether you agree or not
- Accepting responsibilities and delegating to others
- Regularly expressing appreciation of others for what they have done or are doing
- Being able to admit mistakes and apologise
- Maintaining self control
- Behaving as an equal to others.

Assertive behaviour ...(cont'd)

- Acknowledging you cant control others behaviours but you can control how you respond
- Being open to both criticism and compliments
- Expressing your self in a positive way
- Giving your opinion.

Becoming more assertive

Becoming assertive is stressful

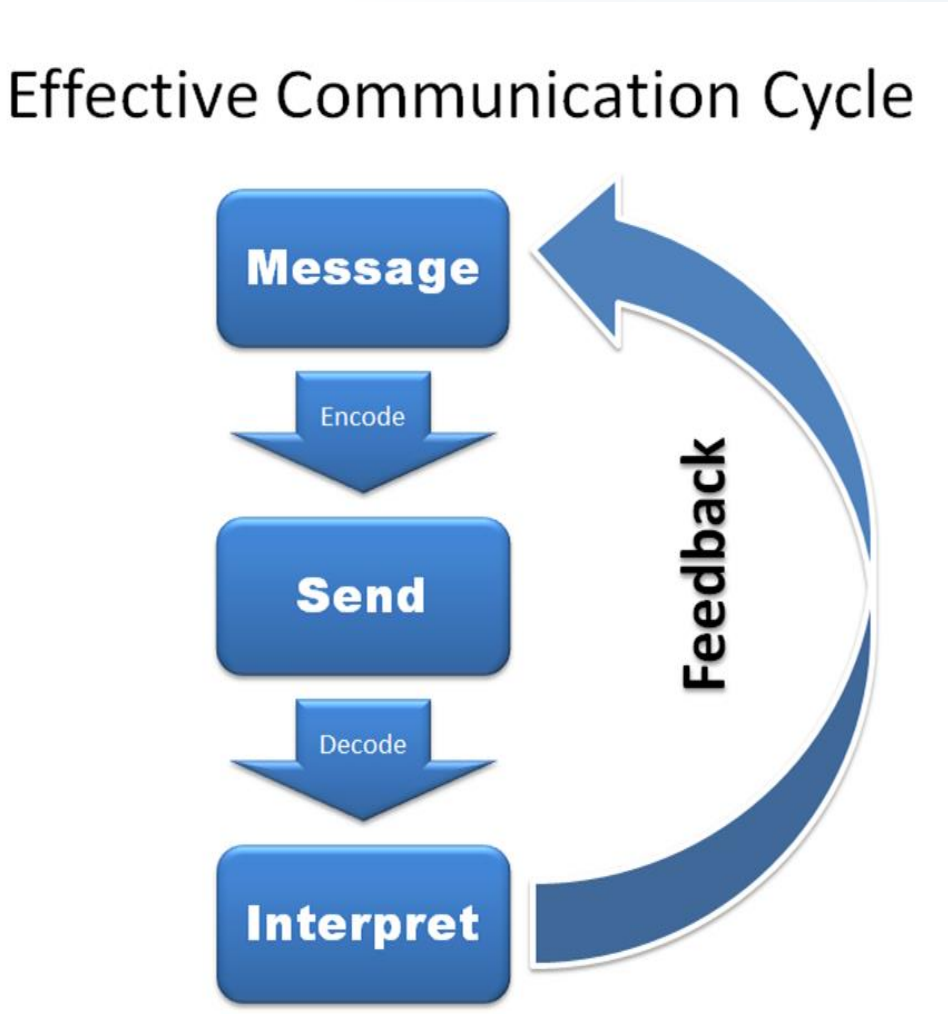
you have to change the way you interact with others

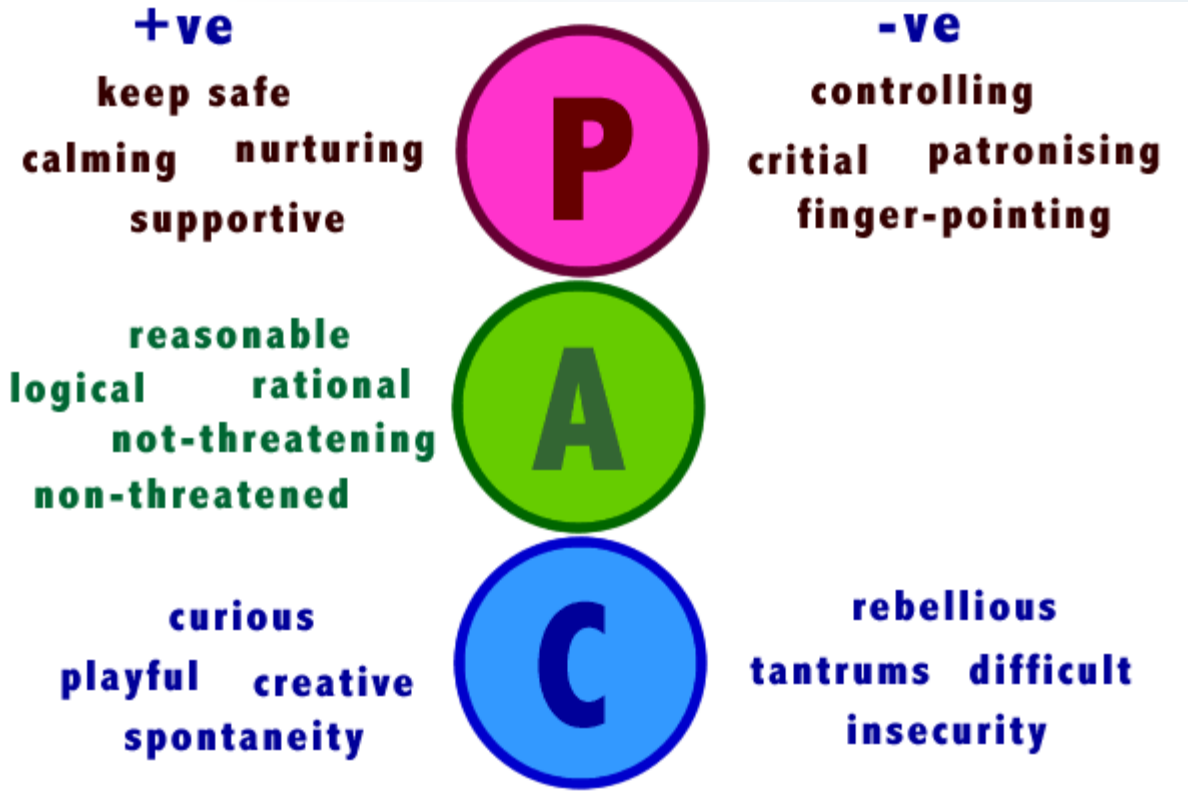
other have to change the way they interact with you

.....reflects an individual's ability to stand up for their best interests without being excessively ***anxious***. When effective, they are "exercising their own rights without denying the rights of others" (Speed, Goldstein, & Goldfried, 2017).

@

Communication




+ve
keep safe
calming nurturing
supportive
P
-ve
controlling
critial patronising
finger-pointing
reasonable
logical rational
not-threatening
non-threatened
A
curious
playful creative
spontaneity
C
rebellious
tantrums difficult
insecurity