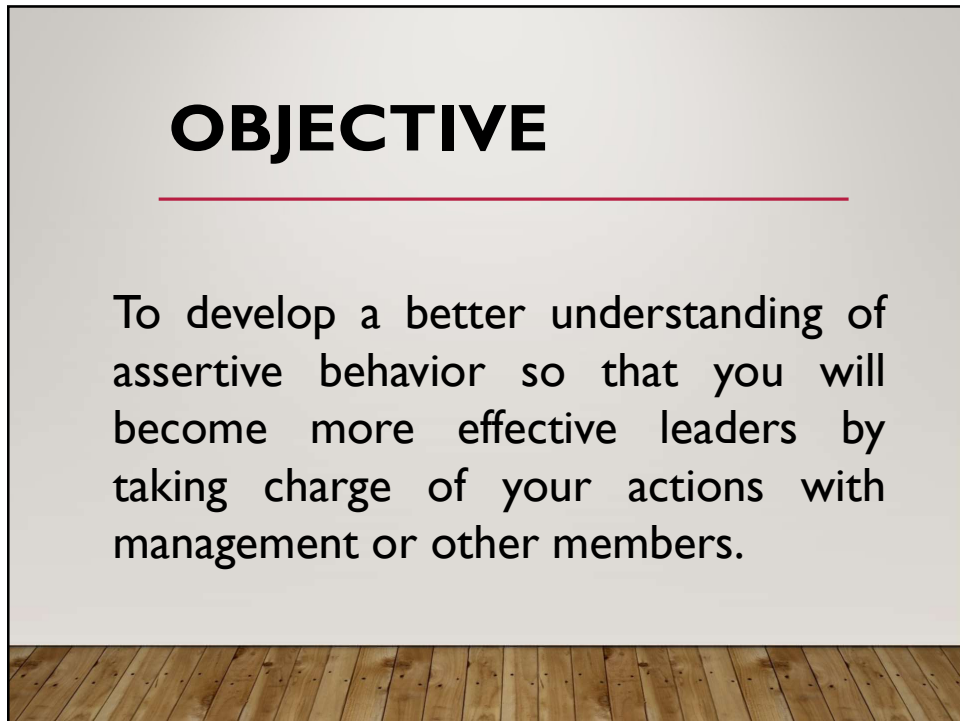




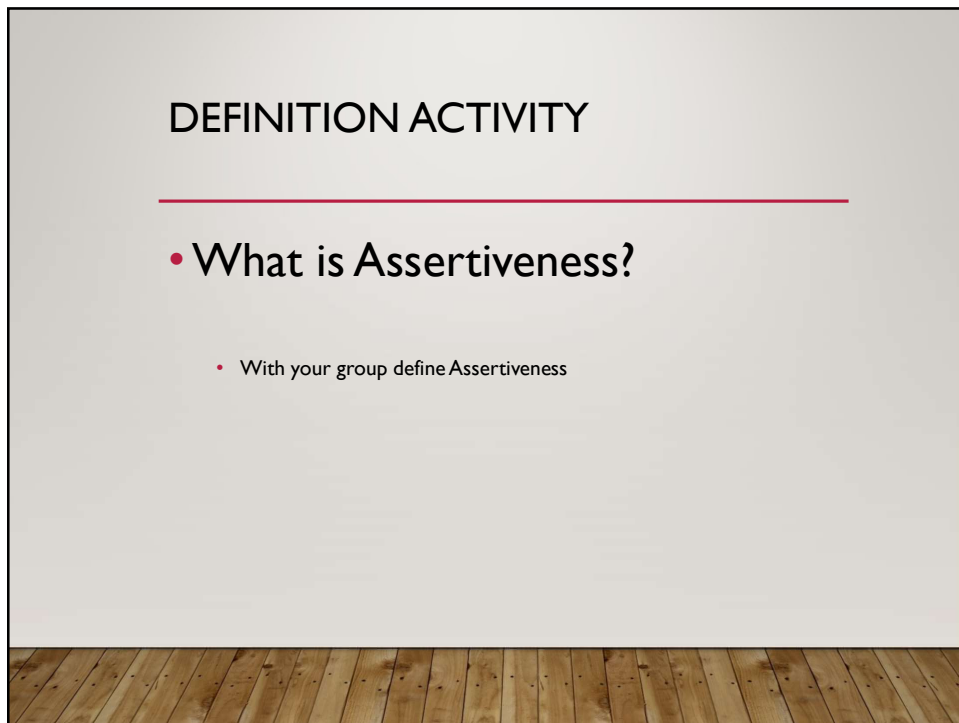
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4

Definitions

Webster's definitions of:

1. **Assert:** to state or declare positively & often forcefully or aggressively; to assert oneself is to compel recognition especially of one's rights.
2. **Assertive:** disposed to or characterized by bold or confident assertion.
3. **Assertiveness:** the confident claim you make for your own rights; taking responsibility for your own feelings & behaviors.

Assertiveness is:

- not aggressive,
- not passive,
- not passive-aggressive.

5

AGGRESSIVE

- Can violate the rights of others.
- Can damage your relationships with others.
- Soften your style by:
 - Toning down the volume of your voice
 - Avoid exaggerating with words like always and never
 - Speak with facts, not judgements
 - Find ways to de-stress

7

PASSIVE

- Not speaking up for yourself, either because you think your views don't matter or for reasons like trying to please everyone or 'keep the peace.'
- Putting your needs behind the needs of others
- Allowing yourself to be bullied or ignored.

8

PASSIVE

- Often involves speaking quietly or with a hesitating voice, or with body language like looking at the floor or shrugging the shoulders.
- You may undermine your opinions with passive phrases such as: only if you don't mind, or: but it really doesn't matter that much to me.

9

PASSIVE

- Tips for being assertive
 - Use “I” statements as much as possible
 - Look your listener in the eye while speaking
 - Stand tall and appear relaxed

10

PASSIVE AGGRESSIVE

- Express your negative feelings subtly through your actions instead of handling them directly
- May purposely miss deadlines, turn up late to meetings, and undermine the plan in other ways.
- Roll your eyes or use sarcasm behind someone’s back

11

PASSIVE AGGRESSIVE

- Tips to try
 - Tell your listener how you honestly feel
 - Avoid exaggerating
 - State your point of view

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ASSERTIVE RIGHTS

- You have the right to:
 - Judge your own behavior
 - Do anything that does not hurt someone or someone else
 - Maintain dignity
 - Make a request as long as you realize they can say no
 - Discuss situations
 - Change your mind
 - Make mistakes
 - Say I don't know or understand

14

SKILLS FOR ASSERTIVE BEHAVIOR

- Be a broken record
- Find a workable compromise
- Avoid fogging
- Avoid negative assertions

15

Let's Learn to Listen

16

Listening



- I understand what you mean...
- That's an interesting point....
- Yes, I know many people feel that way...
- OK, I see your point...
- I see what you are saying....

17

Listening (continued)

WORDS TO AVOID

- But
- Actually
- Not really
- Unfortunately
- But the truth is

WORDS TO USE

- Next
- Also
- Now

18

Listening (continued)

Examples:

- I understand what you are saying. Next we need to discuss....
- Yes, that is an insightful perspective. We also need to review....
- Thanks for letting me know your opinion. Now we need to decide....

19

WHY ARE PEOPLE NON-ASSERTIVE?

- Low Self-Esteem and Low Self-Confidence
- Low Status Work Roles, Roles Women Play
- Past Experience
- Stress
- Personality Traits
- Newer Employee in company/organization or position

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Women's Characteristic Behaviors

Women Practicing Assertive Behavior:

1. Struggle for respect, even among their same gender peers.
2. Often called “too-sensitive”, “emotional”, “fragile”, “naive”, “too-irritating”, “sassy”, “bossy”, “a bitch”; or must be experiencing her “time of the month”.

Acronym for BITCH is



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ACTIVITY - HOW TO DEAL WITH OTHER STYLES

- Within your group, discuss how you have dealt with this style in the past
- Discuss what you may do differently in the future with this style.

22

HOW TO DEAL WITH AGGRESSIVE BEHAVIOR

- Maintain your self-control
- Acknowledge their anger, they have a right to their emotions
- Pause before responding
- Avoid arguing
- Try to find areas of agreement

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HOW TO DEAL WITH PASSIVE BEHAVIOR

- Make it clear their contributions are valued
- Remind them it is possible to value their contribution without necessarily agreeing with them
- Use open ended questioning and active listening
- Do not allow yourself to take responsibility for decisions that should be made jointly

24

Steps to Assertiveness

1. Observe your own behavior.
2. Observe an effective model.
3. Concentrate on a particular situation.
Imagine yourself handling the situation.
4. Consider alternative responses.
5. Try it out – role play with someone.
Get feedback.

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Steps to Assertiveness

5. Try it out. Role play with someone.
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6. Real test – do it!
7. Learn from your experiences.
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of your assertiveness.
8. Try again.

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Role-play scenarios with your table.

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Use the Supports That You Have

- Other colleagues
- Other PANJ Reps
- Workshops and trainings
- EAP programs

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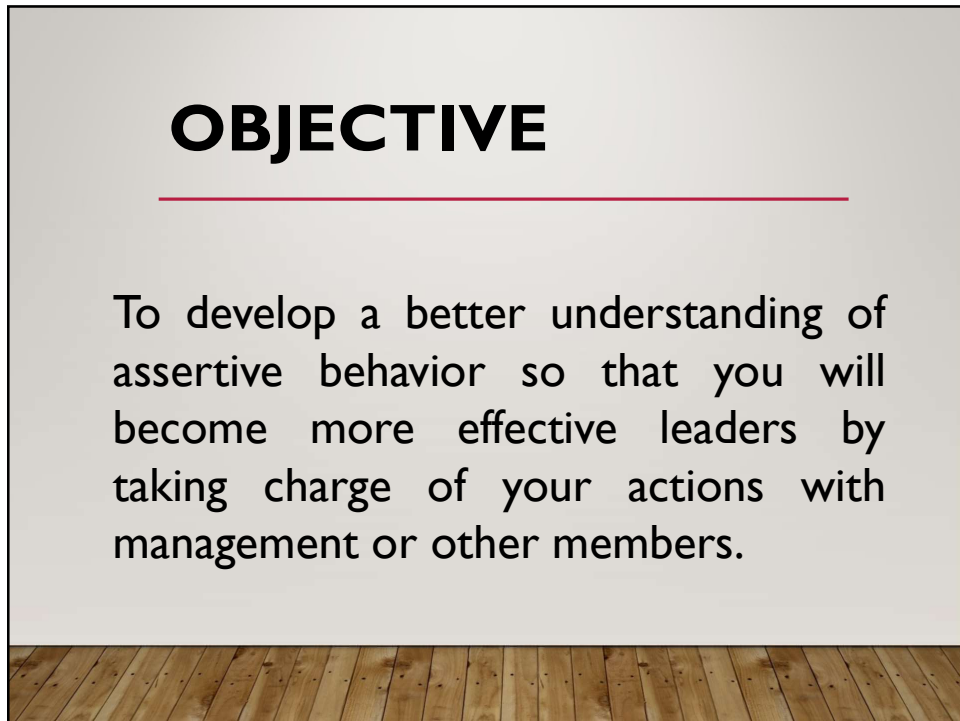
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- You exhibit assertive behavior when you are self-expressive, honest, direct & firm, & when your statements are relationship enhancing & respectful of the rights of others.
- Much of this information was gathered from skillsyouneed.com and planetpositivechange.com

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DEFINITION ACTIVITY

- What is Assertiveness?
 - With your group define Assertiveness

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