It's What We Do.

Assertive Communication Advantage Series

Hire ❖ Develop ❖ Retain

Part 1 of 2: The Assertive Communication Advantage Series

This is the first of a two-part on-line learning series to help the non-assertive speak up and the aggressive tone down for more productive work relationships. You'll learn practical ways to express yourself and influence people without being pushy or overbearing. In other words, boost your communication abilities for interpersonal and professional success.

Learn how to:

- Apply proven tips & techniques that develop your assertiveness skills
- Boost your confidence level to face challenging situations
- Build rapport, persuade and influence people

SERIES HIGHLIGHTS

Part 1 (90 minutes today)

- Self-Assessment – How Assertive Are You Now?
- What Assertiveness Is and Is Not
- Case Studies to Check Your Understanding
- Your Essential Assertive Communication Skill Set

Part 2 (90 minutes next time)

- More on Your Essential Assertive Communication Skill Set
- Things You Should Never Say at Work
- Ways to Increase Self Confidence
- Say 'No' Without Feeling Guilty or Creating Resentment
- Effectively Giving and Receiving Feedback

Self Assessment – How Assertive Are You Now?

Directions: Circle the number for each statement that describes you using this competence scale:

1 = No 2 = A little 3 = Sometimes 4 = Most of the time 5 = Yes

1. I know what assertive communication actually is	1	2	3	4	5
2. I get passive people to talk to me when needed	1	2	3	4	5
3. I speak up when I disagree	1	2	3	4	5
4. I get aggressive people to work with me	1	2	3	4	5
5. I speak up in group discussions and at meetings	1	2	3	4	5
6. I get my point across without sarcasm	1	2	3	4	5
7. I get my way without feeling guilty	1	2	3	4	5
8. I can say "no" without feeling guilty	1	2	3	4	5
9. I take a positive approach when having a disagreement with someone	1	2	3	4	5
10. I deal effectively with bullies at work	1	2	3	4	5

TOTAL _____

What your score means:

What Assertiveness Is and Is Not

1 5 10 15 20

Unassertive Assertive Aggressive

Fill in the blanks -

The Assertive Advantage is:

_____

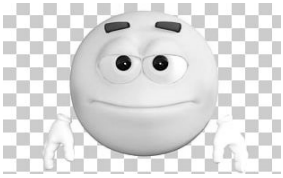
_____

What it takes:

1. _____
2. _____
3. _____

1 5 10 15 20

Unassertive Assertive Aggressive



1.Traits of an unassertive person I know:

1 5 10 15 20

Unassertive Assertive **Aggressive**

2. Traits of an aggressive person I know:

1 5 10 15 20

Unassertive **Assertive** Aggressive

3. Traits of an assertive person I know:

Check Your Understanding

Directions: Read the following situations and place an "X" on the continuum where you believe the response (in quotation marks) is unassertive, assertive or aggressive.

1. Your meeting was to start at 8:00 but it's now 8:10 and one of the five people expected to attend has not yet arrived. You say to those present, *"Let's just wait a few more minutes until everyone is here."*

1 5 10 15 20

Unassertive Assertive Aggressive

2. Lucas and you are assigned to conduct training sessions for all line workers on a new work procedure. You agree to conduct four sessions each. You just finished your fourth and final session when Lucas asks you to conduct one of his. You say, *"No, we agreed to conduct four sessions each. I've done my share and I expect you to do yours."*

1 5 10 15 20

Unassertive Assertive Aggressive

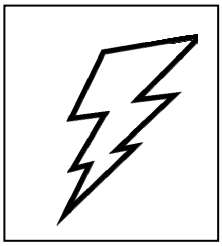
3. *"I need your help. What do you think we can do to fix this problem and keep it from happening again?"*

1 5 10 15 20

Unassertive Assertive Aggressive

Your Essential Assertive Communication Skill Set

Word Power



- Be brief and efficient
- WIIFM

Voice Strength

- *It's not only what you say, but* _____
- What vocal traits project self-confidence?

Body Language

- Our actions speak _____
- Factors that contribute to your physical presence?

Active Listening

- It's more than being quiet and waiting for your turn to talk.
- What are traits of a good listener?

Part 2: Assertive Communication Advantage Series

To further your development, this on-line learning session picks up where the first one left off. It can help the non-assertive speak up and the aggressive tone down for more productive work relationships. In other words, boost your communication abilities for interpersonal and professional success.

Learn how to:

- Apply proven tips & techniques that develop your assertiveness skills
- Boost your confidence level to face challenging situations
- Build rapport, persuade and influence people

SERIES HIGHLIGHTS

Part 1 (previous session)

- Self-Assessment – *How Assertive Are You Now?*
- What Assertiveness Is and Is Not
- Case Studies to Check Your Understanding
- Your Essential Assertive Communication Skill Set

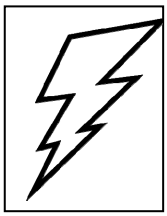
Part 2 (90 minutes)

- More on Your Essential Assertive Communication Skill Set
- Things You Should Never Say at Work
- Ways to Increase Self Confidence
- Say 'No' Without Feeling Guilty or Creating Resentment
- Effectively Giving and Receiving Feedback

More on …

Your Essential Assertive Communication Skill Set

Word Power

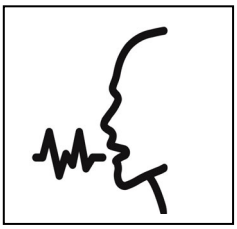


- **Things you should never say at work:**
  - *"It's not _____"*
  - *"But we've always _____".*
  - *"I may be wrong, but…"*
  -
  -

- **Speak to the problem, not the person**

Judgmental	vs.	Non-Judgmental

Voice Strength



- **Be careful - technology can be a shield**

- **Read and record**

Body

Improve your physical appearance, posture, gestures, to approach each day with a higher level of self-confidence. It boosts your ability to be assertive. Others will notice.

Personal Image Inventory - What areas do you need to improve?

_ Clothes
_ Jewelry
_ Hairstyle
_ Fingernails
_ Posture
_ Gestures
_ Stride
_ Eye contact

Active Listening

Circle the number of the top 3 listening turn-offs that really irritate you:

1. Constantly interrupts me when I talk.
2. Won't look at me when I talk.
3. Finishes my sentences for me.
4. Is easily distracted by others walking by or in nearby areas.
5. Allows distractions to interrupt my message…answers phone, texts, looks at email, allows others to interrupt, etc.
6. Dominates the conversation – hardly lets me get a chance to talk.
7. Always has a story to top mine.
8. Looks at me with a blank stare while I am speaking.

Ways to Increase Self Confidence

"How you feel about yourself, affects every aspect of your life."
-Jack Canfield

Your positive attitude is a quality that can have a powerful influence on others

When your self-esteem is low even simple tasks feel difficult. When you feel your best, you reach peak performance.

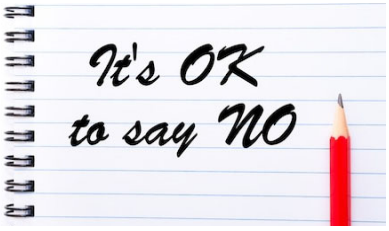
E + R = O

Ways to help build self-esteem?

- Thought starters: exercise and eat right
- Brainstorm other ways:

Say 'No' Without Feeling Guilty

Do you say "Yes" when you really need to say "No"? Of course, there's always going to be something about your job that you don't like but have to do anyway. Sometimes we just have to do it, like "Yes" to a new project, more responsibility or a promotion. Other times you need to say "No" because you're too busy, you're not interested, or you don't want to take a short cut to a standard work procedure



How you say "No" can make a big difference…

X – *No,your idea won't work!*

√ - *I'd like to take a different approach.*

So, how do you say "No" diplomatically to pointless meetings, busy work, and unreasonable requests?
Consider these techniques:

1. Listen without interruption
2. Don't start with the word "No"
3. Express empathy
4. Decline with reason
5. Suggest alternatives
6. Repeat if necessary.

Effectively Giving and Receiving Feedback

The Power of "I"

To be assertive without coming across as aggressive, use "I" statements

X You're not doing your fair share.

√_____

X You don't keep me informed.

√_____

Sarcasm

Generally, people use sarcasm to say the opposite of what's true to make someone look or feel bad. It comes across as passive aggressive.

Consider these examples:

1. *"Well, what a surprise"*. (When you expected something to happen, especially after warning someone about it.)

2. *"Good job!"* (When someone makes a mistake.)

3. *"Why am I always the last to know?"*

Communicating would be a lot easier if we simply said what we mean or want. Try it.

Rewrite the examples above without sarcasm:

1._____

2._____

3._____

When Receiving Feedback

It's never easy taking criticism, but it helps to keep these points in mind to avoid aggressiveness:

1. Keep an _____ mind. Focus on how your work can be improved.

2. Make sure you _____ the feedback. Ask questions. Clarify their suggestions.

    - *What do you mean?*

    - *What makes you say that?*

3. Don't let constructive criticism go in one ear and _____. Be thankful you get constructive feedback. Consider the benefits.

My Action Plan

"I will boldly go where I've never gone before."

To help improve my assertiveness and ability to influence, here is what I plan to start, stop, or continue doing as a result of this online learning experience:

Membership

Talent Acquisition

HR Consulting

Background Checks

Training

Organizational Development

Missouri: 12851 Manchester Rd. | Suite 150 | St. Louis, MO 63131 | 314.754.0255 |
aaimea.org Illinois: 401 SW Water St., Suite 205 | Peoria, IL 61602 | O: 309.637.3333 |
aaimea.org Indiana: 450 E 96th St., Suite 500 | Indianapolis, IN 46240 | O: 317-960-3487 |
aaimea.org