


# Be Assertive for ACC



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# “Whether you think that you can or that you can’t, you are usually right”.

Henry Ford

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# Welcome

- logistics
  - HSE, timings, toilets, breaks, lunch, mobile phones, books, confidentiality
- course objectives
- personal introductions.



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## Objectives



- define the benefits of becoming more assertive
- be able to distinguish between behaviours
- identify your own behavioural style
- describe techniques for behaving more assertively (ACC Core Behaviours)
- understand how to project a more positive image.

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## Introductions



- please introduce yourself
- what would you like to gain from this workshop
- please tell us something about yourself that is unknown to anyone in the room.



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## Exercise



- what is assertiveness?
- what are the benefits of being more assertive?
- why do we find it hard to be assertive?



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## Assertiveness



“Assertive style of behaviour is to interact with people while standing up for your rights”



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## Assertiveness



“Having the ability to say, honestly and directly, what it is that you want, need or feel while respecting the rights of others.

It is about being positive and being willing to compromise.”

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## Assertive benefits



- people listen to you & take you more seriously
- perceive honesty & treat you with respects
- you get less stressed & feel more confident
- able to do more (i.e. speaking up in meetings)
- able to question your beliefs & perceptions.



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## Defining behaviour



- passive
- aggressive
- passive-aggressive
- assertive.



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## Passive



- keen to avoid confrontation
- hoping people will 'know' what you need & want
- excessively concerned with what others think of you.



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## Aggressive



- keen to win, even at the expense of others
- overly concerned with own needs
- not concerned with the needs of others.



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## Passive-aggressive



- a hybrid behaviour combining passive & aggressive
- keen to get even without the risk of confrontation
- often encountered when people want to assert themselves, but feel they lack the power to do so.

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## Assertive



- keen to stand up for own rights
- accepting that others have rights too.



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## Perceptions & beliefs



your conditioning influences



your beliefs



your truths



your behaviour



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## Beliefs



- are views & opinions
- things we feel emotionally certain about
- conditioning influences can determine
- beliefs can influence human rights
- limiting & enabling beliefs.



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**“Whether you think that you can or that you can’t, you are usually right”.**

**Henry Ford**



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## Assertiveness tools



- broken record
- fogging
- negative feelings assertion
- discrepancy assertion
- negative assertion.



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## Broken record



- calm repetition
  - helps avoid verbal side traps
- have a 'core phrase' & stick to it
- try not to sound as if you're nagging
- only try this when,
  - you're very sure of your ground
  - the person is not hearing you
- know when to stop.



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## Fogging



- surprise someone by saying something unexpected (positive)
  - allows a heated conversation to slow down
- find something to agree with
  - an emotion or a thought process
  - you're not agreeing with them – only showing empathy
- helps to cool down a situation.



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## Neg feelings assertion



- telling someone how you feel about the situation
  - you're angry, upset etc
- staying calm & controlled
- do not use e-mail for this as tone of voice is very important.



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## Discrepancy assertion



- involves pointing out the discrepancy in what someone has said
  - if they have offered two or more different messages
- recommended if they have genuinely made a mistake.



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## Negative assertion



- accepting of your own errors or faults
  - without having to apologise
- strongly & sympathetically agreeing with criticism of your negative qualities
- if you are admitting of your faults, others may be inclined to admit they too may have areas of development.



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## Communicating



**“Assertiveness is honest & direct communication”**

- non verbal
- verbal
  - using appropriate language
  - banking phrases
  - preparing your feedback
  - questioning skills.



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## Non verbal

- tone of voice
- body language
- listening skills.



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## Body Language

“non-verbal behaviour can either enhance or undermine potentially assertive situations.”



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## Quest'ing & listening

- asking questions assertively
  - consider the type of question you use
  - consider what you would gain by asking that question
- listening assertively
  - consider how we listen
  - consider how you 'show' that you are listening.



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## Appropriate language



- needing to talk to your manager you could say "sorry to bother you but" **OR**
- asking a favour you could say "I am really sorry to ask but I was wondering" **OR**
- dealing with an idea that could be improved on you could say "that is great but I think we could" **OR**
- you need something quite soon you could say "could I have it as soon as possible" **OR**

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## Banking phrases



- have some prepared & practised phrases that will help you get through situations that happen regularly & upset you.
  - write down some phrases that you could bank
  - think of 1 home scenario & 1 work scenario



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## Giving feedback



- prepare your feedback
- do it frequently, be consistent
- ensure it is timely, be specific
- do not attack the personality - it is the actions you focus on – their behaviour
- vary your style depending on the person receiving the feedback
- use the feedback sandwich.

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## Prepare your feedback



- what is the situation you want to speak about?
- what examples / evidence can you produce?
- what are the consequences of this behaviour?
- what needs to happen next?

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## Assertive meetings



- prepare well
  - rehearse any items that are important to you
- state your views clearly & concisely
- state disagreements / doubts constructively
- use the language of problem solving
- putting forward suggestions
- ask for clarification...



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## Cont.



- timing your contribution
- when to be assertive?
- consider your non-verbal behaviour
  - speaking louder
  - eye contact
  - hand gestures
  - sit up straight.



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## Difficult situations



- refusing requests
  - really listen
  - say no & explain why
  - ask for time out to consider
  - repeat the refusal, use a broken record technique.



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## Cont.



- handling aggression from others
  - check you are listening to the content
  - acknowledge the person
  - respond assertively
  - what techniques would work?
  - remember : behaviour breeds behaviour, break the cycle.



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## Cont.



- giving criticism at work
  - consider the goal of your criticism
  - give constructive feedback
  - get agreement on the behaviour
  - aim for ownership & suggestions for change
  - summarise
  - choose your timing wisely
  - don't over criticise.



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