

## **Assertiveness is .....**

**An ability to express our ideas and feelings, both positive and negative, in an open and honest manner.**

**An ability to stand up for our rights, while respecting the rights of other.**

**An ability to take responsibility for ourselves and our actions, without judging or blaming other people.**

**An ability to find a compromise where conflict exists.**

### **Assertiveness**

It is a form of communication which has an impact on your life. Assertiveness does not come naturally to all because we have all learned passive behaviours to stave off confrontational situations. However these behaviours can be unlearned and assertive behaviour used to produce results in which both parties benefit.

### **Basic assertiveness**

This technique involves making a straightforward statement in which you express your feelings, wants and ideas effectively. Develop a positive new inner dialogue for situations where you need to be more assertive. Also able to handle unfair demands, conflicts and discipline problems effectively. Also able to say ‘NO’ comfortably.

### **Scripting**

If a person repeatedly does something to upset you, this technique will help you to express your feelings without causing resentment. Include the

following elements that is write a script of what you are going to say, because it will help you to feel in control of the situation

- The nature of the problem
- How it affects you
- Clarify what you want to say and how you feel about it
- What changes you would like to take place from the situation

### **Broken record technique**

Use this technique when you need to be persistent in either resisting the demands of a persuasive individual. It can be used when you need to make a request

- Use short, clear statements and keep repeating them
- Stay with your statement
- Avoid being hooked or side-tracked
- Persist – you need to state your case one more time that the other person states his or her case.

### **Negotiation**

In order to communicate with respect and equality we need to empathise with the other person

- See the other point of view and acknowledge it'' I can see what you mean''
- Ask for clarification. Try to understand the other person's position, needs and reasoning. This enables both parties' needs to be met. Assertiveness is not a matter of winning. Compromise leaves both parties in a win-win situation.

### **Benefits of Assertiveness**

- Better time management
- Increased self esteem
- Ability to manage and negotiate situations more effectively
- Increase productivity and work effectiveness
- Achieve greater control and better outcomes
- Reduce stress and anxiety
- Feel more in control of your daily activities