

# Assertiveness Skills

**HRDQ.**

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PREVIEW



## Course Objectives

**Upon completion of this course, you'll be able to:**

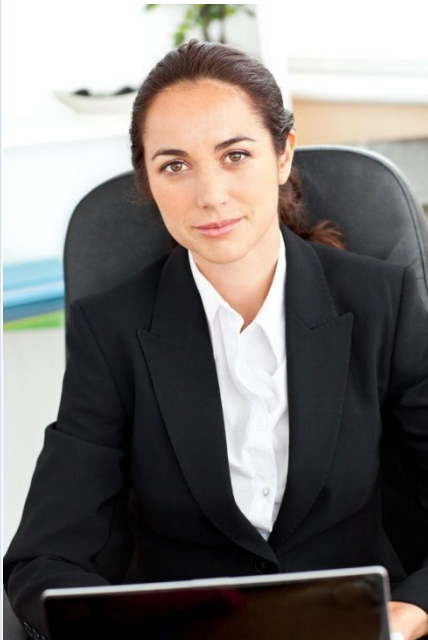
- Define assertiveness
- Recognize the assertiveness continuum
- Identify personal blocks to assertiveness
- Demonstrate assertive language and behaviors
- Avoid language and behaviors that are not assertive (passive, aggressive and passive-aggressive behaviors)
- Use straight talk in any situation

## Do You Think You're Assertive?

You have numerous opportunities to communicate with others every single day. What is your natural tendency in your daily interactions with coworkers, friends and family?

***Think about the following questions:***

- Do you **overreact** in certain situations?
- Do you **hesitate** to speak up in certain situations?
- Do you express yourself **clearly** and **directly**?



# Assertiveness Skills

## Chapter One: Understanding Assertiveness

PREVIEW

## Definition of Assertiveness

**Assertiveness is best described in practical terms:**

- It is stating your views clearly and articulately
- It is having the ability to express your own feelings--even about difficult issues--in a way that is respectful and honest
- It is standing up for your own needs without violating the needs of others
- Assertiveness is saying what you mean and meaning what you say!



## The Benefits of Assertiveness



### **Assertiveness will serve you in several ways:**

- It allows you to express your own needs and get them met
- It ensures that you communicate with others respectfully and effectively
- It allows you to influence others in order to gain acceptance, agreement or a behavior change

## The Assertiveness Continuum: Introduction

The assertiveness continuum is made up of four different behavioral styles of communicating. Most people have a tendency toward one style; however, will often switch styles depending on the person or situation they are dealing with. The styles are Passive, Passive-Aggressive, Assertive and Aggressive.



## The Assertiveness Continuum

Passive	Passive-Aggressive	Assertive	Aggressive
<ul style="list-style-type: none"><li>▪ Concerned only with others' feelings</li></ul>	<ul style="list-style-type: none"><li>▪ Concerned with own feelings</li></ul>	<ul style="list-style-type: none"><li>▪ Concerned with self and others' feelings</li></ul>	<ul style="list-style-type: none"><li>▪ Concerned solely with own feelings</li></ul>
<ul style="list-style-type: none"><li>▪ Quickly backs down to avoid conflict</li></ul>	<ul style="list-style-type: none"><li>▪ Desires to "get even"</li><li>▪ Uses sarcasm and indirect criticism</li></ul>	<ul style="list-style-type: none"><li>▪ Comfortable expressing needs and wants</li></ul>	<ul style="list-style-type: none"><li>▪ Uses attack tactics such as yelling and screaming</li></ul>



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