



Developing Assertiveness

Women and Leadership Series

Presented by the Organisational
Development Unit



Why aren't we always as assertive as we'd like to be?

- Discussion





Video

- *The Power of Assertive Behaviour*



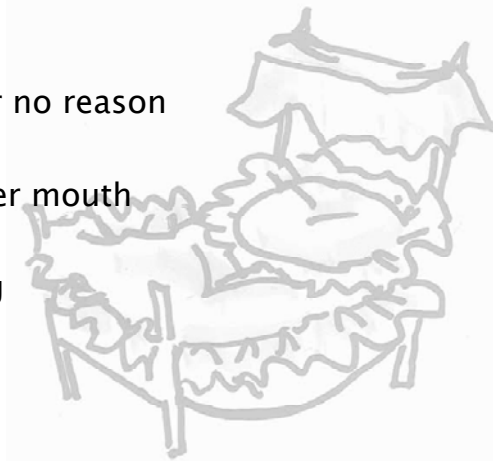
Aggressive Behaviour

- Using insults and name calling
- Invading other's personal space
- Staring at people
- Shouting when angry
- Being impatient
- Inability to forgive
- Interrupting people



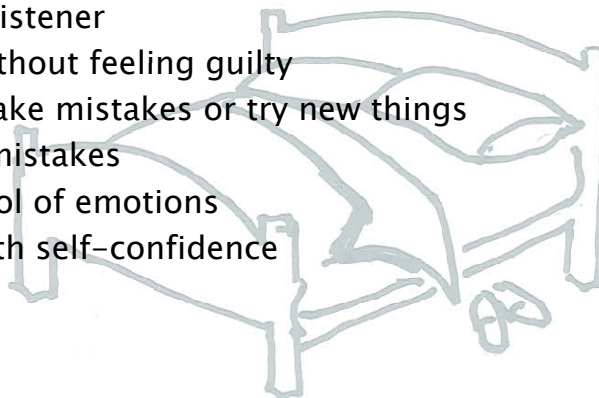
Passive Behaviour

- Avoiding arguing
- Apologising for little or no reason
- Slouching when seated
- Speaking with hand over mouth
- Avoiding eye contact
- Frequently complaining



Assertive Behaviour

- Being a good listener
- Saying 'No' without feeling guilty
- Unafraid to make mistakes or try new things
- Admitting to mistakes
- Keeping control of emotions
- Performing with self-confidence



Recognise anyone?



You have the right to:

- Express yourself
- Change your mind
- Be wrong
- Be fully responsible for your decisions and actions
- Bear no responsibility for others
- Judge your own thoughts and actions



10 Steps for Developing Self Esteem

1. Become aware of your needs
2. Let your needs be known
3. Demonstrate behaviour that reflects high self-esteem
4. Work to improve yourself:
 - Learning
 - Challenges
 - physical well-being
 - spirit
5. Stop negative value judgements - yourself & others



10 Steps for Developing Self Esteem (cont)

6. Allow and plan for success
7. 'Fall down 7 times, get up eight' (Japanese proverb)
8. Set realistic goals
9. Find ways to help others
10. Be willing to ask for help when necessary

Your self esteem

- On sticky notes:
 - Jot down a couple of things you can do straight away to improve your self esteem

- Back at work today:
 - Book a time for them in your calendar or diary
 - Or
 - Stick the notes up as reminders



'I' statements

Constructing an 'I' statement

- What behaviour is causing concern?
- How has this behaviour make you feel?
- What would you prefer to happen?

Use words that are Clear, Concise and Complete

'When (behaviour) happens...

...I feel (state your feelings)...

...and I would prefer (outcome/action)...

or ...I would like (state requirements)...

...because (identify benefits)'



Using 'I' statements

When you attended a meeting recently, you found it hard to get a word in, and one colleague kept interrupting you when you spoke.

The next meeting of this group is this afternoon.

In pairs:

- Come up with an 'I' statement to make your position clear to this colleague
- You might need to say the same thing several times
 - think of different ways you could say the same thing.



Saying 'No'

- Stop
 - 'That sounds interesting, let me get back to you'
 - 'Please give me a minute to gather my thoughts and take a look at my schedule'
- Look
 - Check current commitments and calendar
- Listen
 - Acknowledge your feelings
- Go
 - Go on with integrity
 - 'I won't be able to help. I have just enough time left to finish my own commitments'



Saying 'No'

- Firm & Polite
- You don't owe anyone an explanation
- You have a right to say no
- When asked to take on a new urgent task at work:
 - Remind them you are already working on tasks they identified as priorities
 - Ask for help in deciding where this fits in your list of priorities
 - Point out that doing everything means it won't be up to your usual high standard
 - Suggest alternatives

Even if you've said 'yes'

If you had to say yes this time:

- Plan with them to manage this better next time
- Remind them they owe you one
- Take control - specify timetable
- Conditional agreement





Practice saying 'No'

Your boss at work gives you a report and asks you to read it and give feedback on it straight away.

In groups:

- Come up with 3 ways to say a firm but polite 'no'
- If you say 'yes', how can you avoid this happening in the future
 - Come up with 2 ways



Developing Assertiveness – recap



- Behaviours
 - Aggressive
 - Passive
 - Assertive



- Self esteem
 - 10 steps to build it



- Asserting your rights
 - 'I' statements
 - Saying 'no'



- Stop; Look; Listen; Go
- Conditional 'yes'

Practice...Practice...Practice



Remember

‘Character building begins in our infancy, and continues until death.’

Eleanor Roosevelt

‘Failure is the opportunity to begin again more intelligently .’

Henry Ford



References

- Carlson, C. 2009, ‘How to Say No’, from <http://www.womensmedia.com/balance/93-how-to-say-no.html>
- Pace Productivity, ‘How to Say No’, from <http://www.getmoredone.com/tips6.html>