

ASSERTIVENESS

ASSERTIVE



ASSERTIVE

- boldly self-assured



ASSERTIVE

- boldly self-assured
- confident



AGGRESSIVE



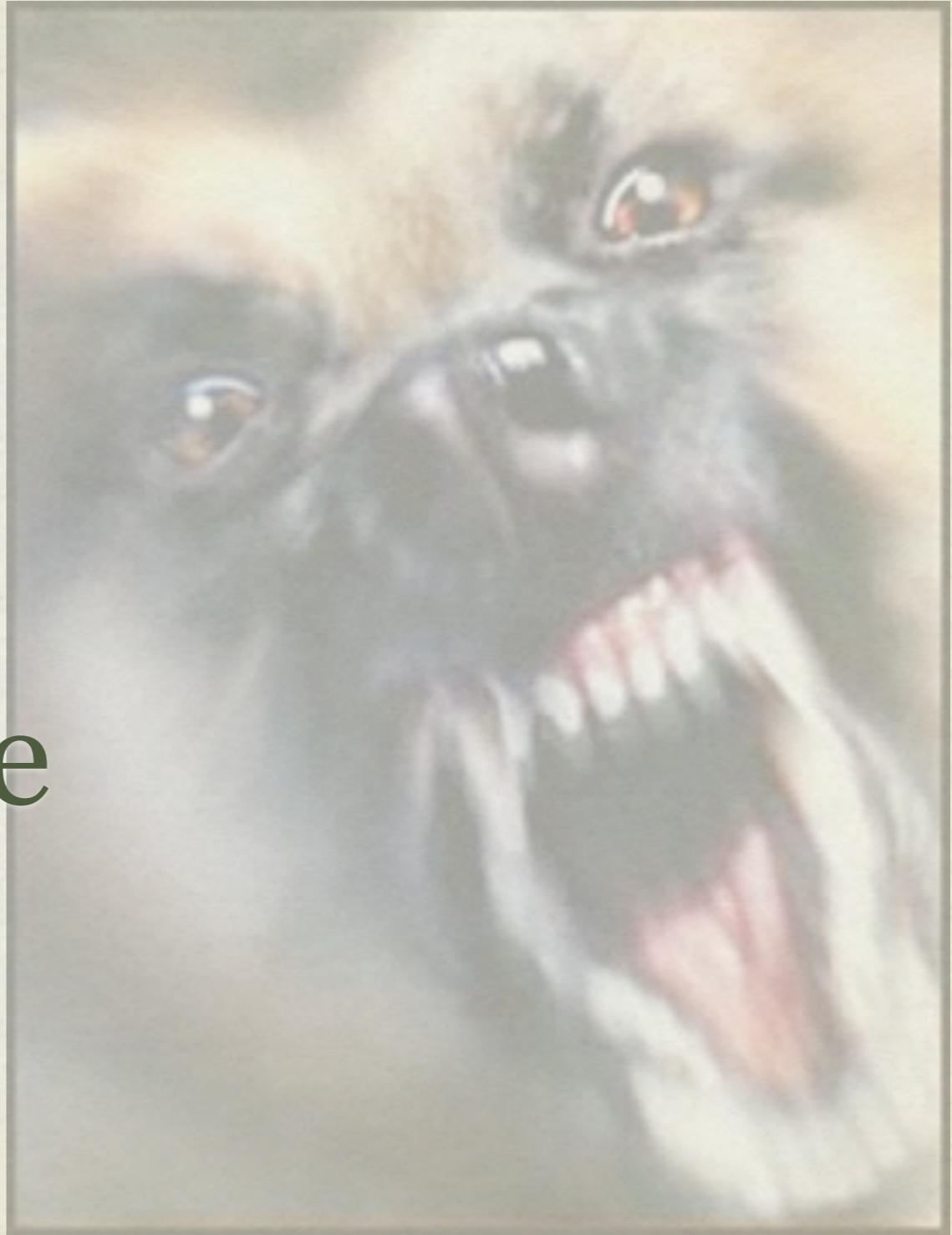
AGGRESSIVE

- eager to fight



AGGRESSIVE

- eager to fight
- a belligerent tone



IDENTIFYING ASSERTIVENESS



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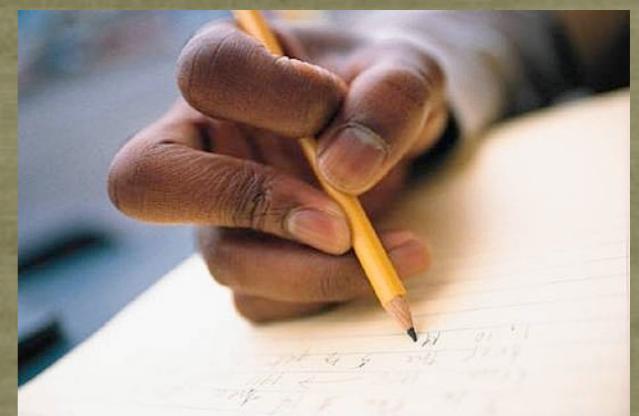
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- b. *"I believe my evaluations proved I'm valuable to the company and am doing my a good job. My responsibilities have increased. I would like to talk more about receiving a salary increase."*

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- c. *"This is not fair! I worked hard for that raise, and I deserve it! I demand that raise!"*

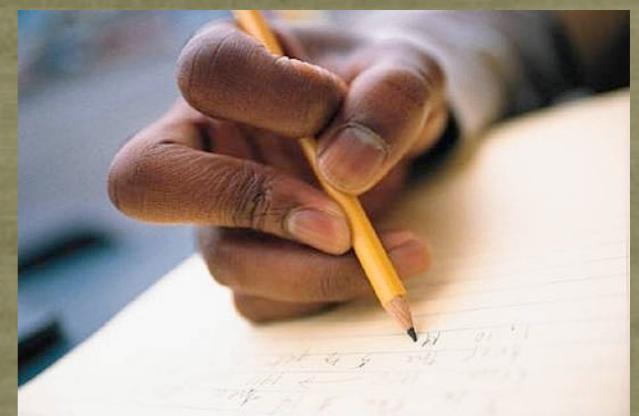
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- Becky is the only female staff supervisor in a team meeting of colleagues. She is always asked to take notes, pour coffee, and act as secretary-hostess. Becky responds to this with:

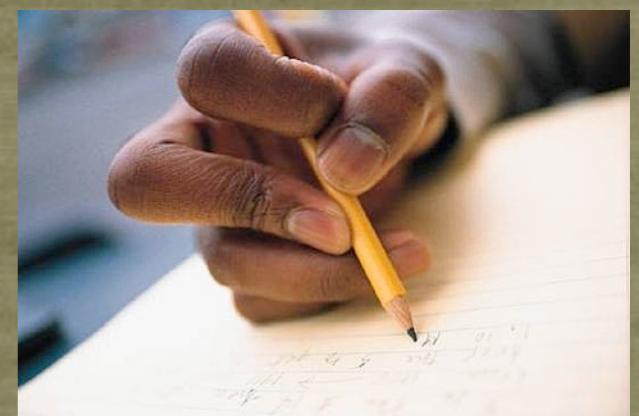


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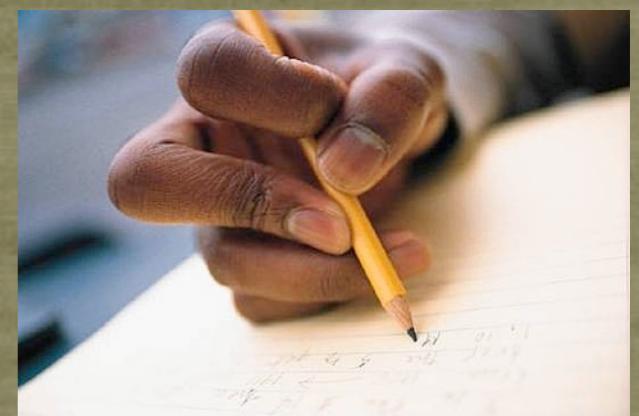
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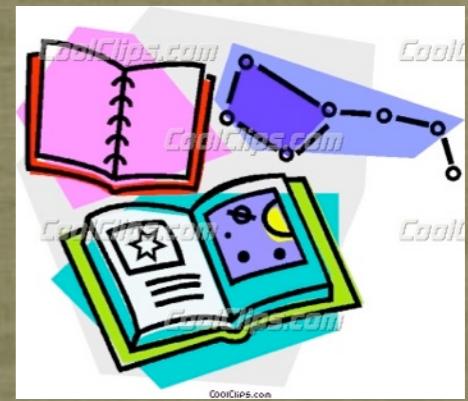
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 - b. *“I would prefer if someone else took notes and made coffee, since I did both at the last meeting. I need to devote my full attention to this meeting today.”*

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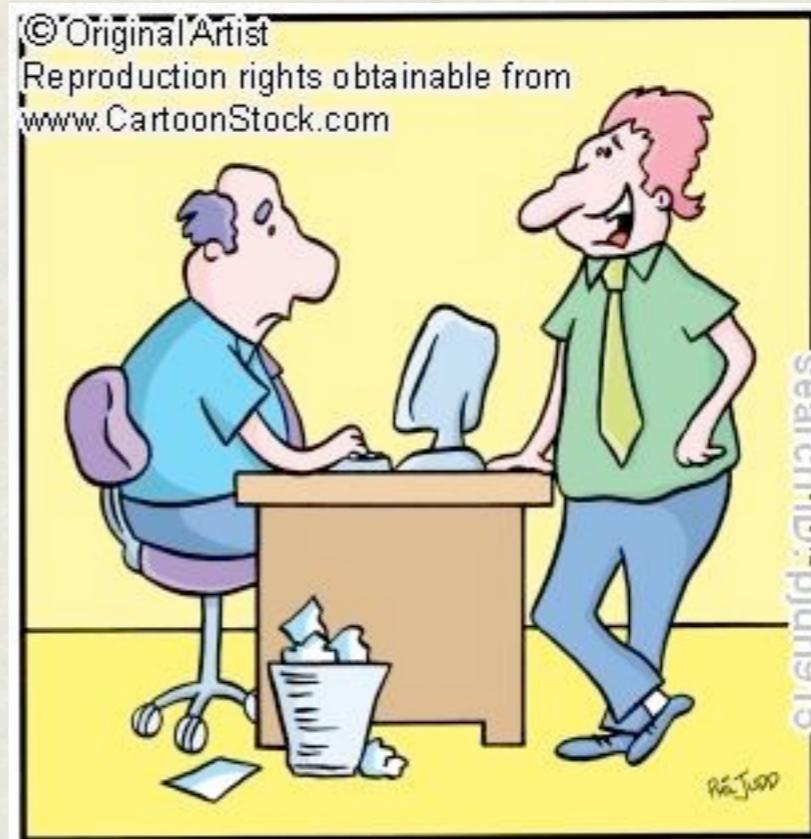


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- b. *“I would prefer if someone else took notes and made coffee, since I did both at the last meeting. I need to devote my full attention to this meeting today.”*
- c. *“You men are all alike! I resent you for implying that women are only good for menial work!”*

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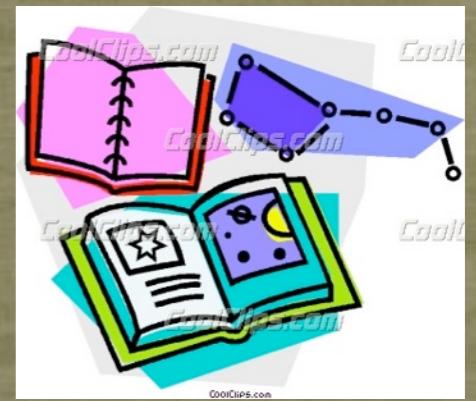


- Hank is working on a class project with another student but finds that he is doing most of the work. Then he discovers that the other student has shown the project to the teacher and taken all of the credit. Hank responds with:



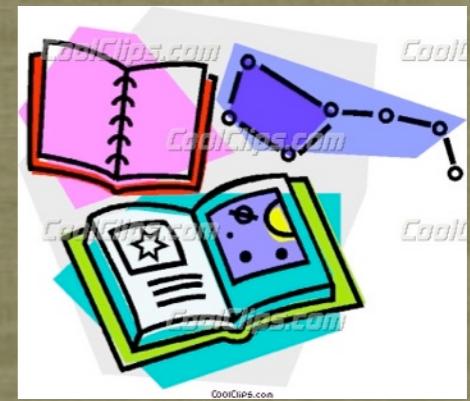
"If there's one thing I've learnt
being a manager, it's taking credit
where it isn't due!"

IDENTIFYING ASSERTIVENESS



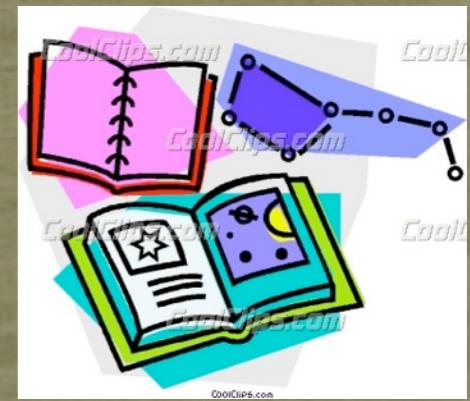
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- a. *“You didn’t do your part and I’ve heard you are taking all of the credit. I’m going to tell the teacher!”*
- b. Nothing. Hank continues to do the work, silently resenting being taken advantage of.
- c. *“We are supposed to be working on this project together. I would like to talk to you about sharing the work and the credit from now on.”*

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 - a. *“I’m sorry, I can’t loan you the money right now. Maybe next week, okay?”*
 - b. *“You shouldn’t be asking me for money! Don’t you know I just got a new apartment? What’s wrong with you?”*

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 - b. *“You shouldn’t be asking me for money! Don’t you know I just got a new apartment? What’s wrong with you?”*
 - c. *“I’m having trouble meeting my budget. I prefer not to loan money unless it’s an emergency.”*

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 - a. *"It looks to me like you are just plain sloppy! I don't think you care about this job!"*
 - b. *"You know it's my job to talk things over with you. I don't want to hurt anyone's feelings. Let's just have a friendly chat about your work."*

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- c. *"We agreed upon certain goals and I've noticed you are having trouble meeting some of them. Let's discuss the choices that are available to you in order to improve your performance."*

PASSIVE PHRASES

Self-limiting expressions without stating their real purpose



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- “I don’t know/care...”

When you really do



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- “I don’t know/care...”
- “It doesn’t matter...”

When you really do

When it really does



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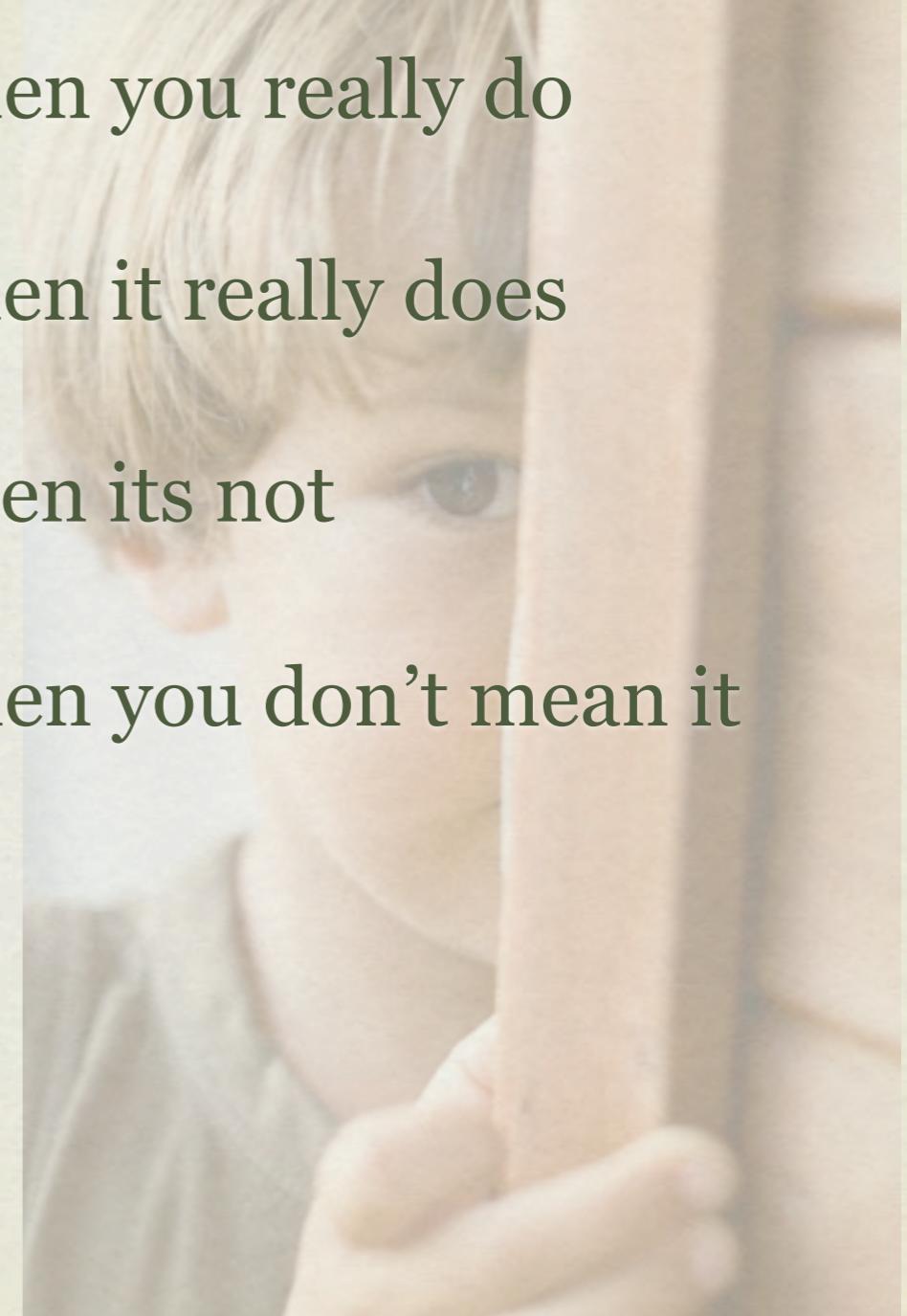
- “I don’t know/care...” When you really do
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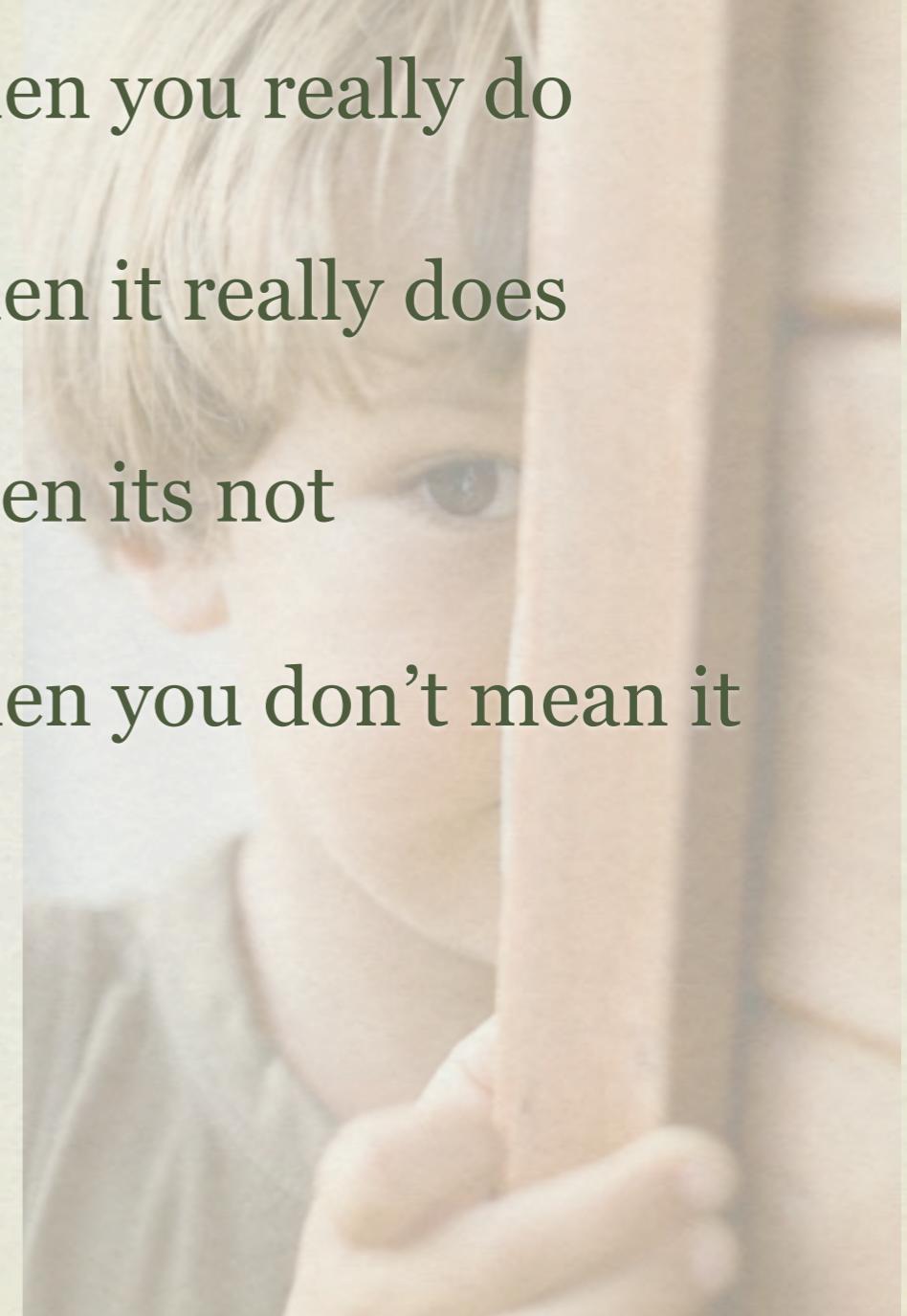
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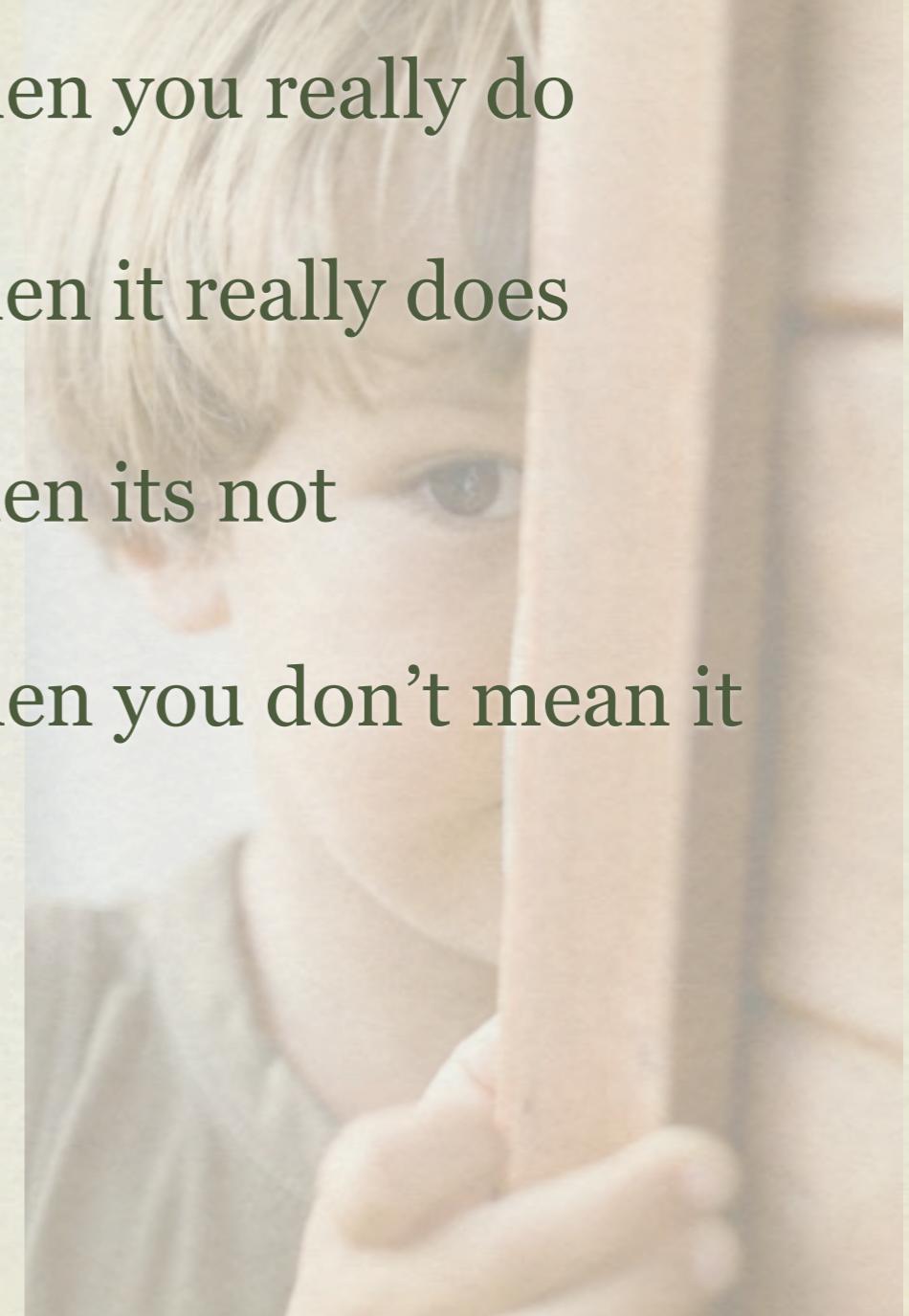
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- “It’s just my opinion...”



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- “It doesn’t matter...” When it really does
- “Either way is fine with me...” When its not
- “I’m sorry...” When you don’t mean it
- “It’s just my opinion...”
- “I don’t want to bother you, but...”



ASSERTIVE PHRASES

State their position or need without violating others' rights



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- “I don’t understand...”



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- “I don’t understand...”
- “I need/want/prefer...”



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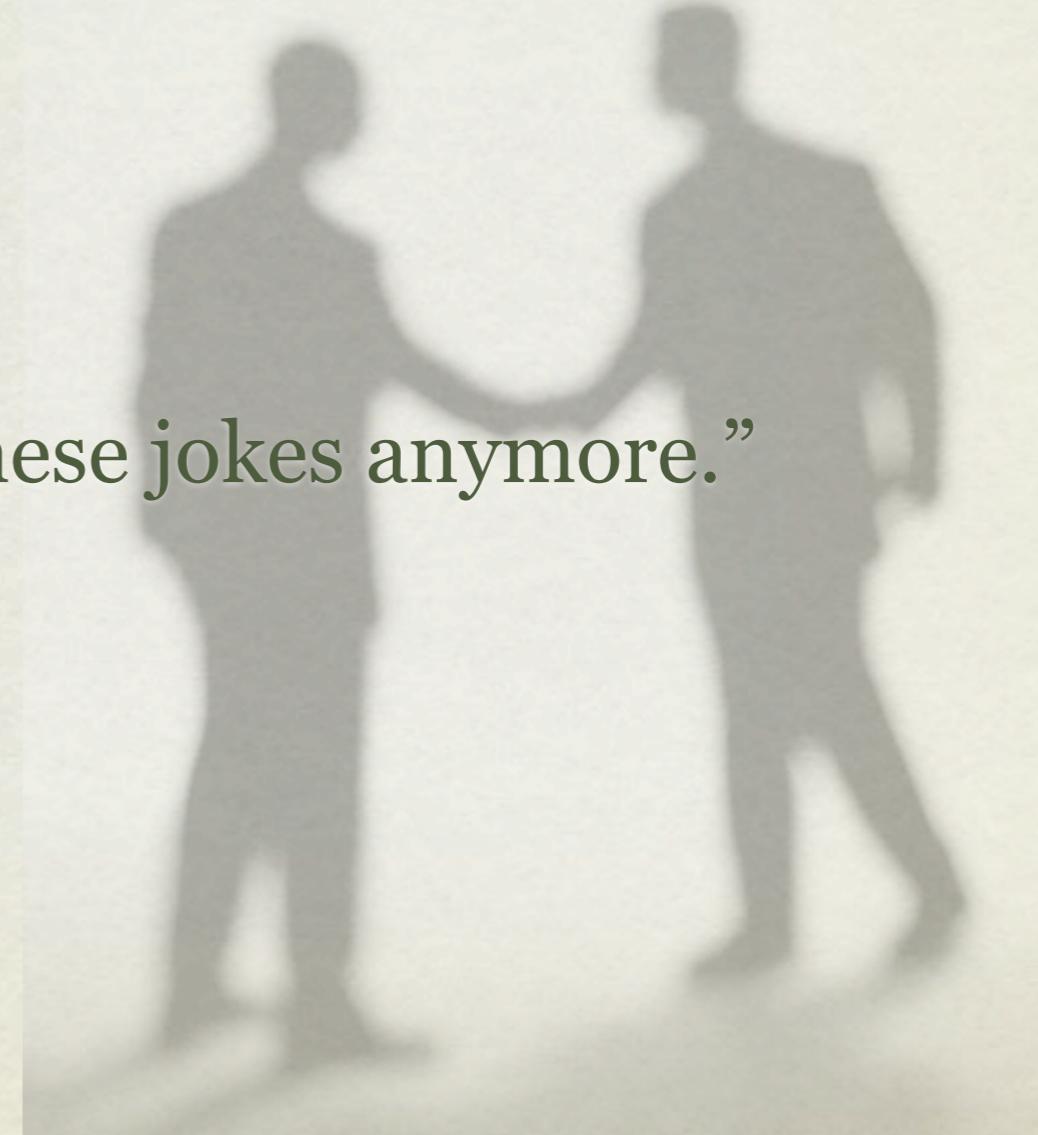
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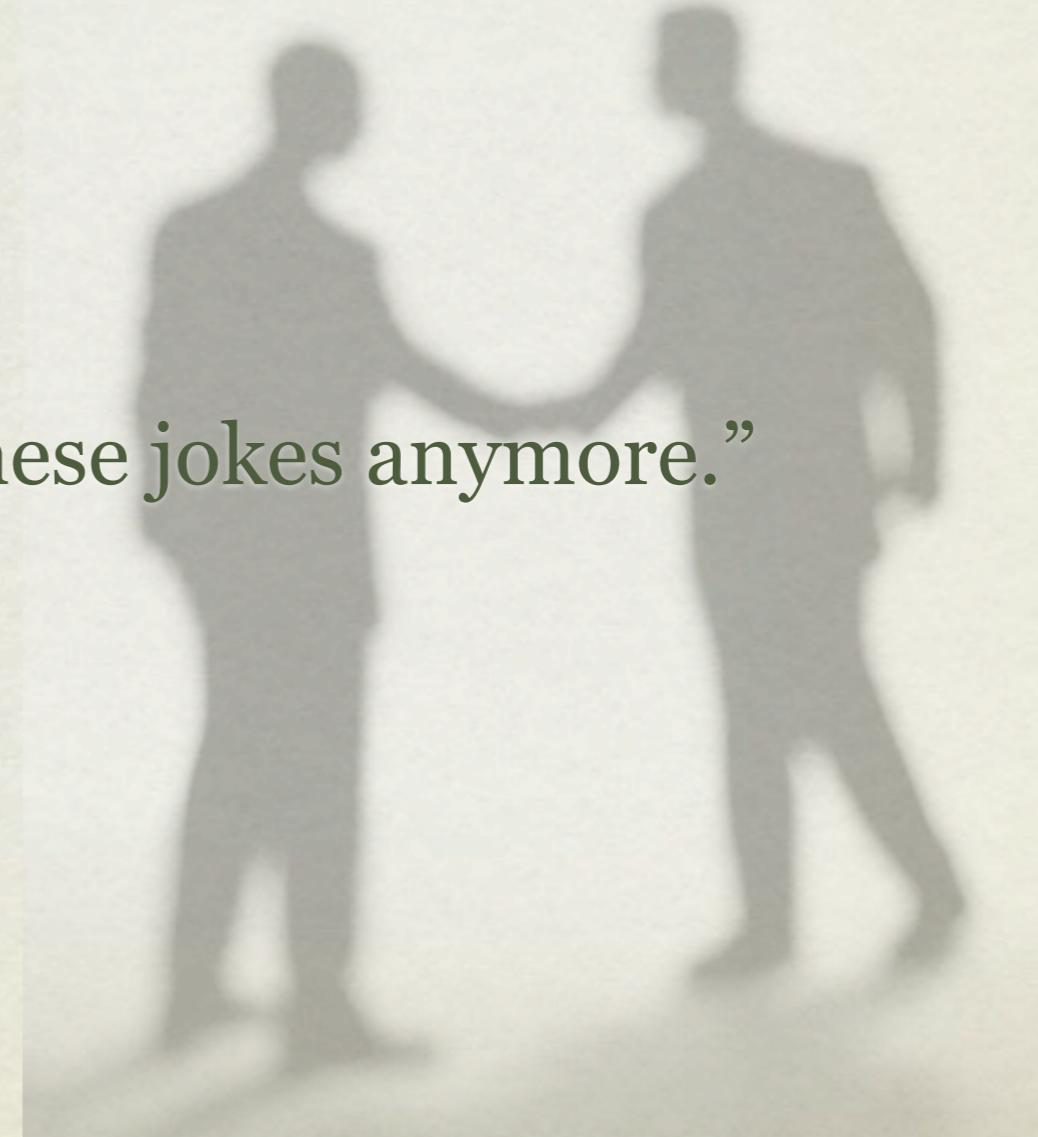
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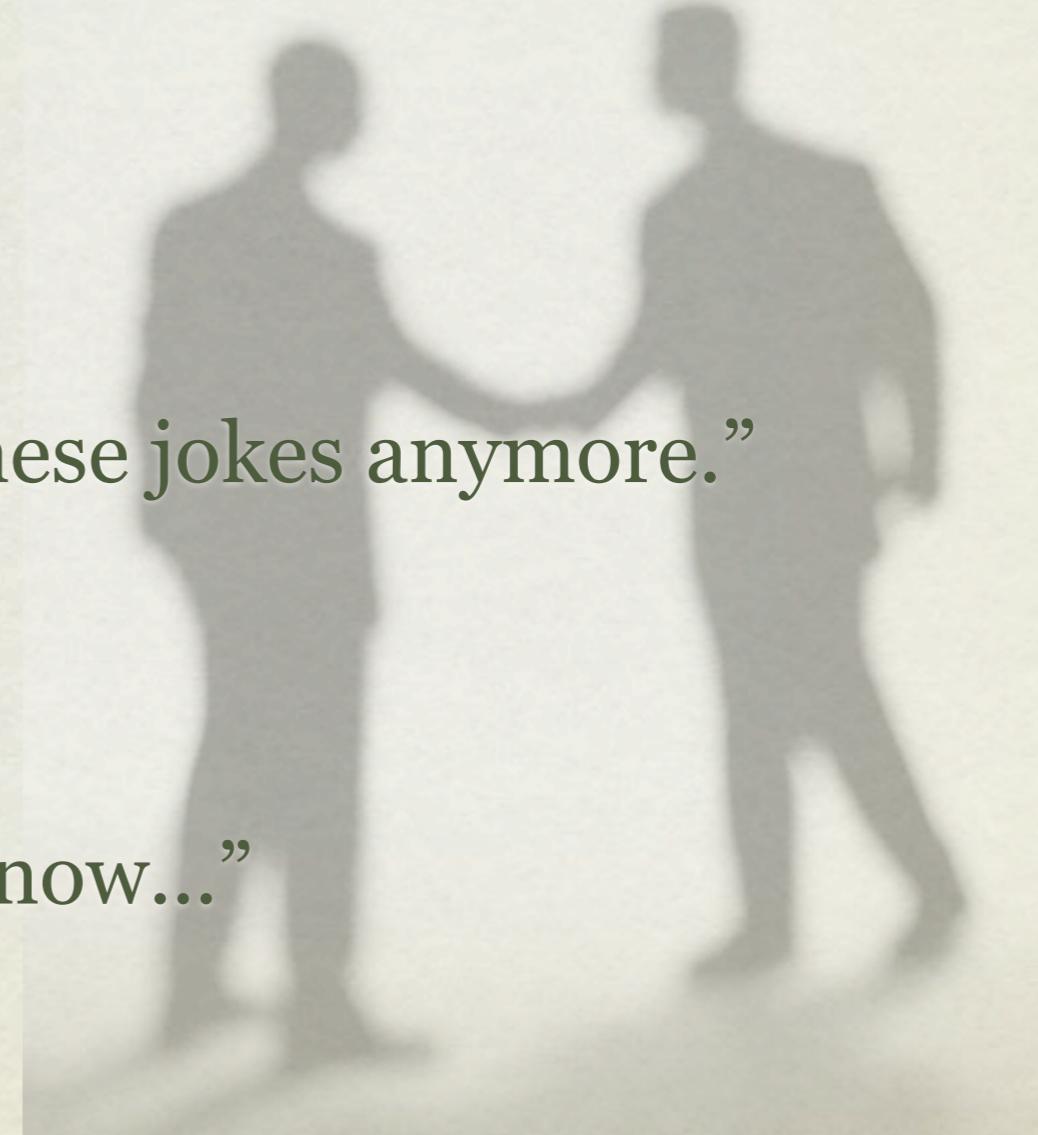
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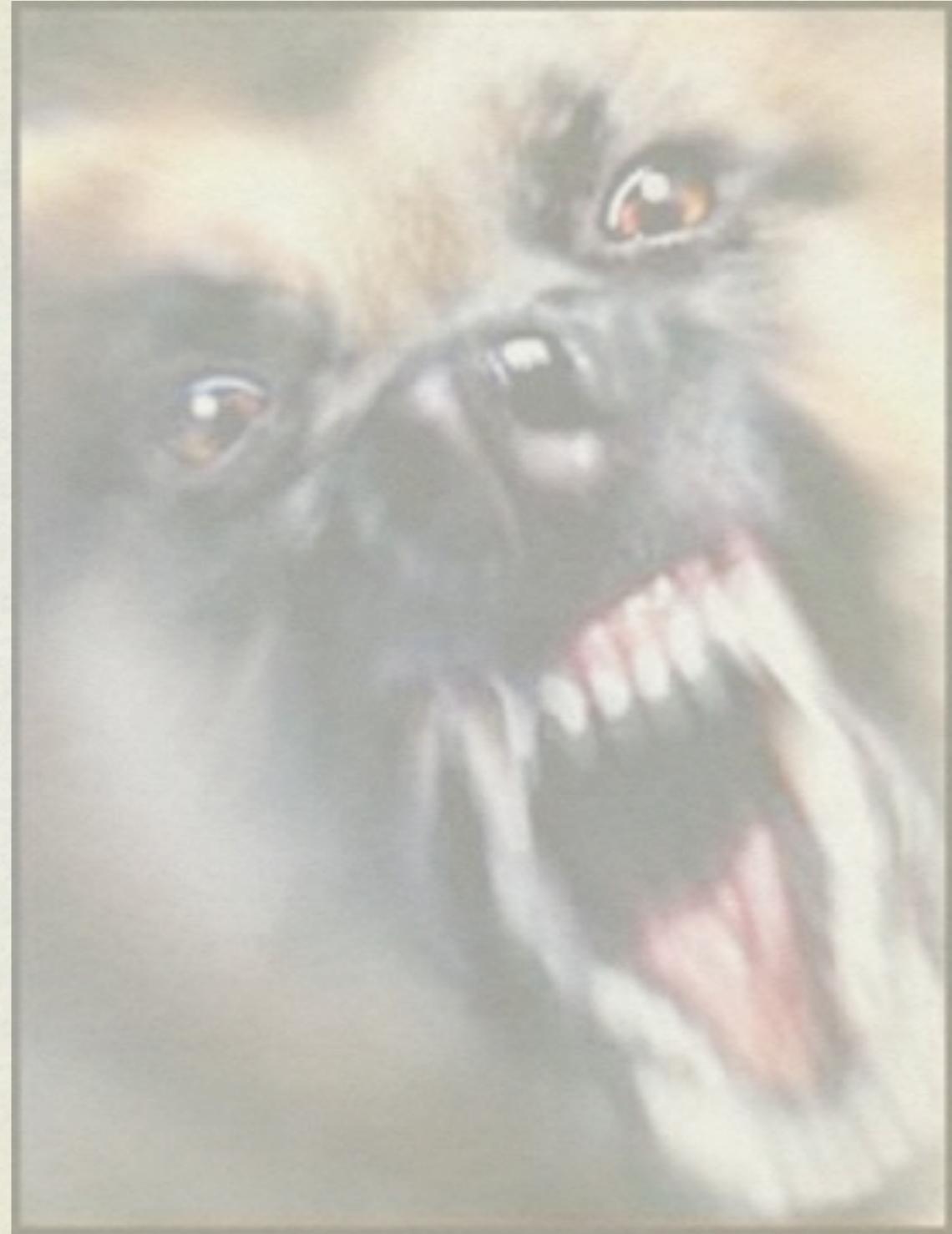
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- “I’d prefer that you don’t tell me these jokes anymore.”
- “My opinion is...”
- “I thought that you would like to know...”



AGGRESSIVE PHRASES

State their position or need while violating others' rights, using “you” messages and absolutes



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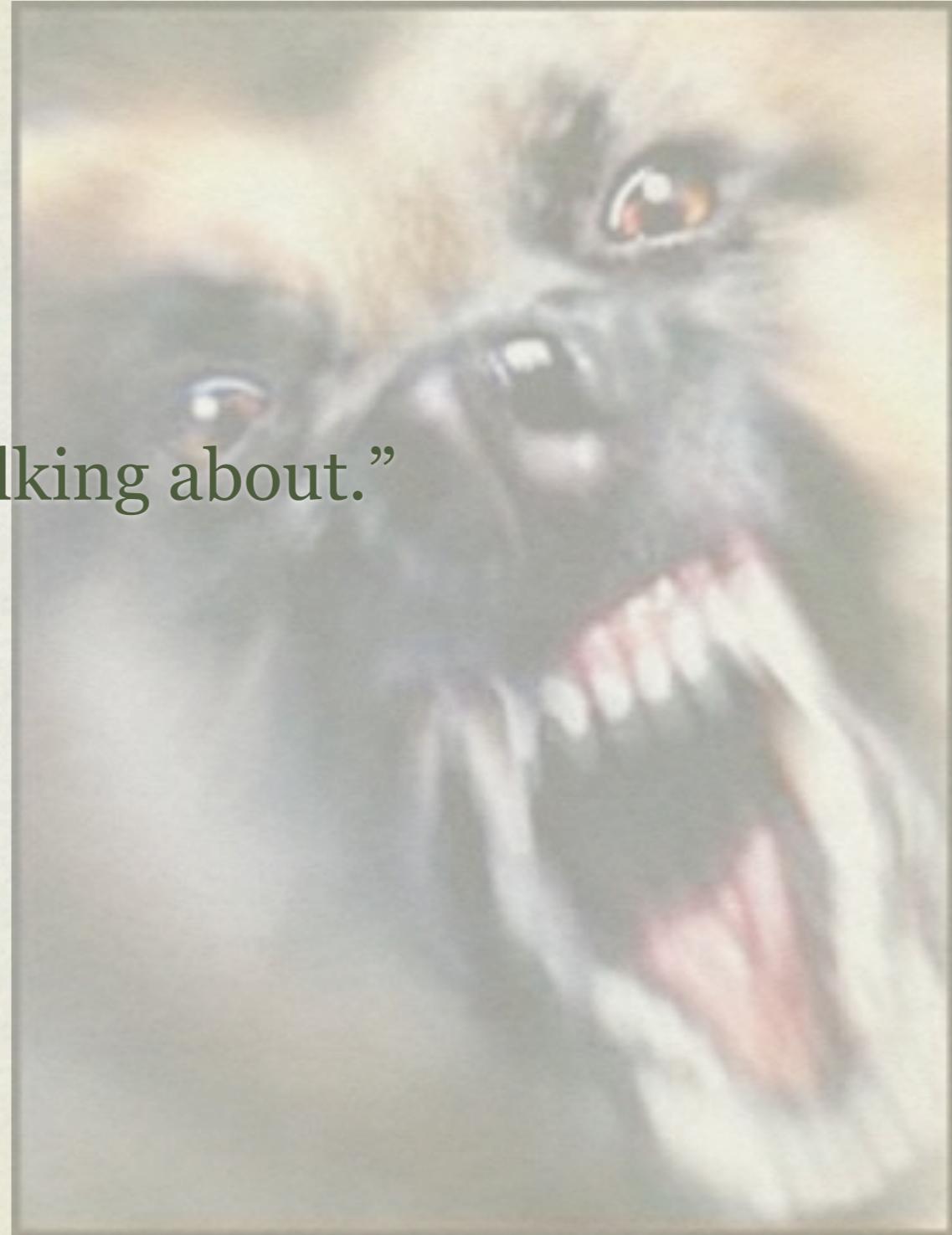
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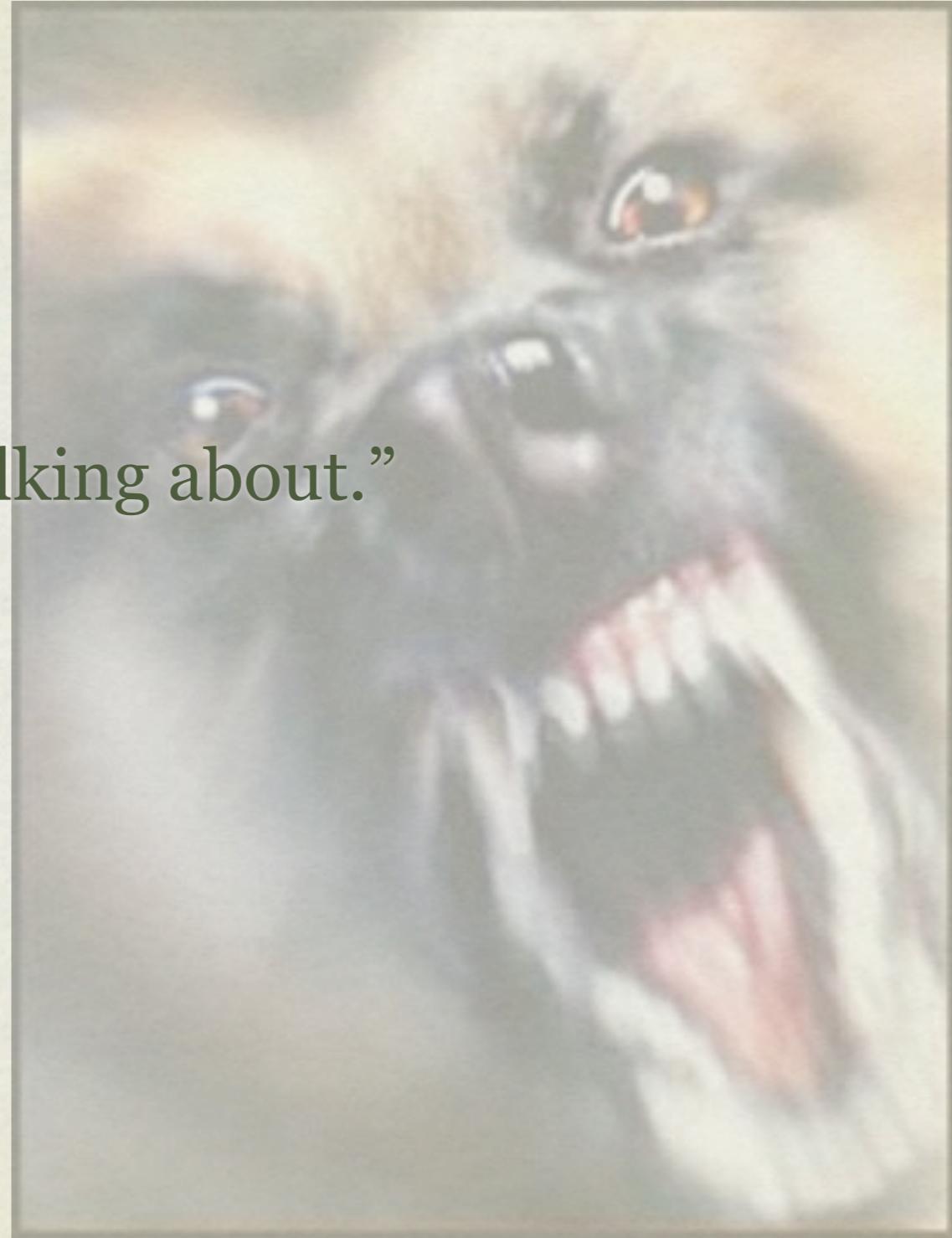
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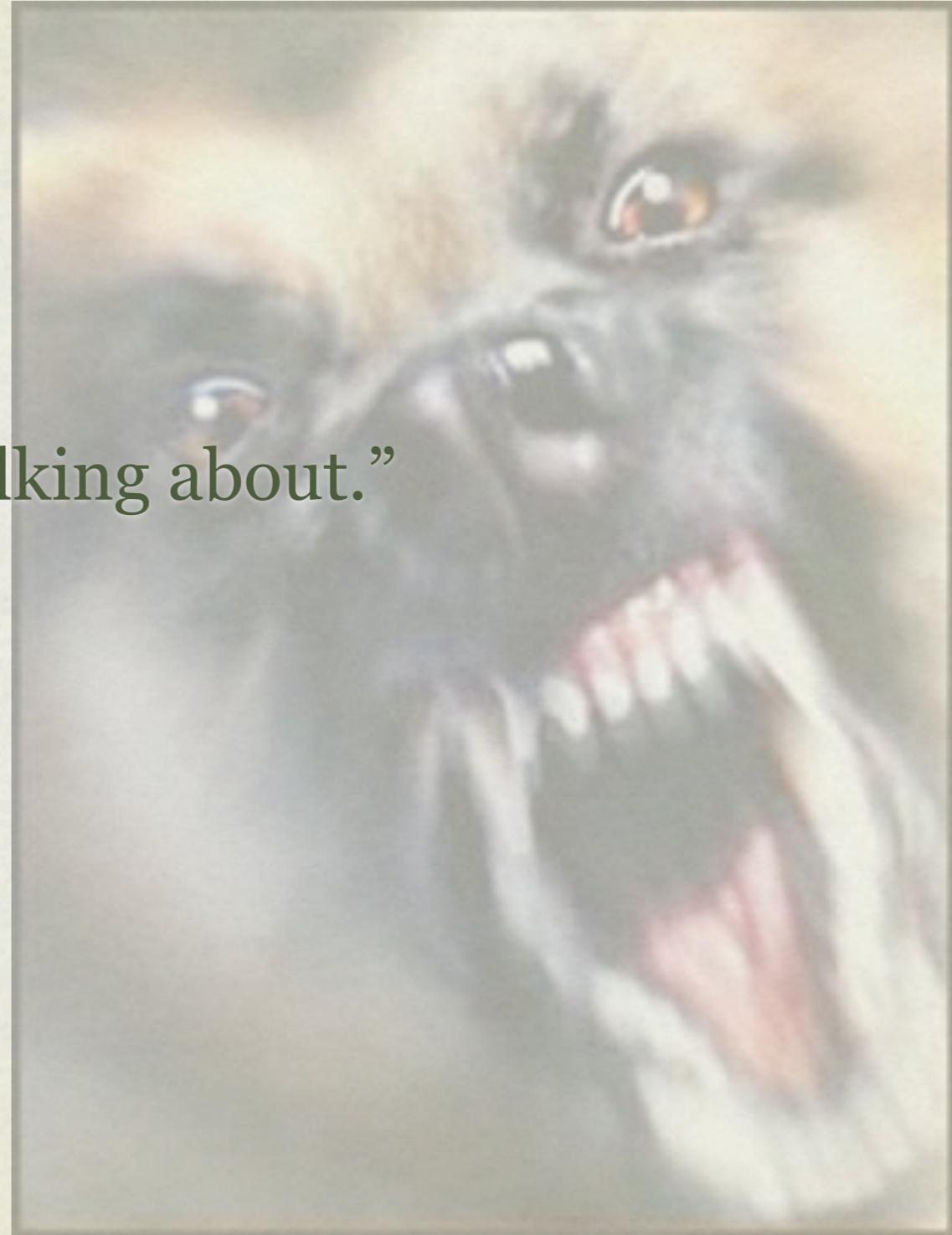
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- “You have to...”
- “You need to know...”



AN INDIVIDUAL'S ASSERTIVE RIGHTS

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