

Assertiveness

Lesson plan

- What is assertiveness?
- Differences from other types of behaviour.
- Practice of assertive communication.
- Playing scenarios.
- Job interviews (second part of the session)
-

Energizer!

- Split into pairs.
- One of you is person B, and looks away. Person A will read the instructions.
- The exercise starts when lecturer says „start“.

Exercise – The Fist, person A



- Person B will make a fist. You **MUST** get that fist open.
- Now look away for B to read her instructions.

Exercise – The Fist, person B



- Make a fist. Person A is going to attempt to get you to open your fist. You must NOT open your fist unless he/she asks you politely and assertively.

What is your definition of
Assertiveness?

What is your definition of Assertiveness?

- *Forthright, positive, insistence on the recognition of one's rights*
- *Assertiveness means standing up for your personal rights - expressing thoughts, feelings and beliefs in direct, honest and appropriate ways.*
- *By being assertive we should always respect the thoughts, feelings and beliefs of other people.*



Move out my way

- Create a single line
- The second person then has to persuade the person in front to leave the front of the line so they can move up. When the person in front moves, they join the end of the line.
- The game is over when the person who started at the back reaches the front.



Identifying behavior

Assertive techniques

- Fogging
- Stuck Record
- Positive enquiry
- Negative Enquiry



Fogging

- Rather than arguing back, fogging aims to give a minimal, calm response using terms that are placating but not defensive, while at the same time not agreeing to meet demands.
- Fogging involves agreeing with any truth that may be contained within statements, even if critical. By not responding in the expected way, in other words by being defensive or argumentative, the other person will cease confrontation as the desired effect is not being achieved. When the atmosphere is less heated, it will be possible to discuss the issues more reasonably.
- Fogging is so termed because the individual acts like a 'wall of fog' into which arguments are thrown, but not returned.

Stuck Record

- It involves repeating what you want, time and time again, without raising the tone of your voice, becoming angry, irritated, or involved in side issues.
- Continually repeating a request will ensure the discussion does not become side-tracked and involved in irrelevant argument. The key is to stay calm, be very clear in what you want, stick to the point and not give up.
- Accept a compromise only if you are happy with the outcome.



Positive Enquiry

- Positive enquiry is a simple technique for handling positive comments such as praise and compliments.
- People often struggle with responding to praise and compliments, especially those with lower self-esteem as they may feel inadequate or that the positive comments are not justified. It is important to give positive feedback to others when appropriate but also to react appropriately to positive feedback that you receive.
- Positive enquiry is to find out more details about the compliment or praise given, and agree with it.



Negative enquiry

- is used to find out more about critical comments and is a good alternative to more aggressive or angry responses to criticism.
- You ask for clarification of the things about yourself or your behaviour that might be negative.
- It is important to get specific, eliciting information in an unemotional low key manner,

Job Interview

- We need Jessica, Victor, Kellen, Ali and Robert (candidates).
- Candidates have 30 minutes to prepare.
- The rest also uses the time to read, because some of them will form a committee.
- The interviews will last 5-10 minutes. We will have 20 minutes to feedback.

