



MPV_COMA
Communication
and Managerial
Skills Training
Seminar 5,6

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Contet

- Assertiveness
- Conflict situations
- Presentation skills: advice for the next seminar

Assertiveness test

Test results

- Column A – Passive
- Column B – Aggressive
- Column C – Assertive
- Column D – Passive/Aggressive

Clear learning goals

- Pair discussion
- Outcome: list of learning goals

Exercise 1: Aggressive, Passive or Assertive?

- Threats and intimidation
 - Aggressive
- Never sharing your ideas
 - Passive
- Accepting compliments comfortably
 - Assertive
- Manipulating
 - Aggressive
- Not saying no (when you should)
 - Passive
- Not saying yes (when you want to)
 - Passive

Exercise 1: Aggressive, Passive or Assertive?

- Sarcasm
 - Aggressive
- Using “I need, I want, I feel” statements to express your needs, wants, feelings, or concerns
 - Assertive
- Over apologizing
 - Passive
- Respecting the opinions and needs of others
 - Assertive
- Withdrawal
 - Passive
- Blaming
 - Aggressive

Exercise 1: Aggressive, Passive or Assertive?

- Believing in her own opinion and right to be heard
 - Assertive
- Easily intimidated by others
 - Passive
- Violating others' rights and boundaries in an effort to get what she wants
 - Aggressive
- Using "I" statements to get the message across
 - Assertive
- Worrying about others getting angry
 - Passive

Exercise 1: Aggressive, Passive or Assertive?

- Avoiding eye contact
 - Passive
- Not exaggerating the situation
 - Assertive
- Using a loud tone of voice, violates personal space
 - Aggressive
- Avoiding labels and judgments
 - Assertive
- Sticking to the facts
 - Assertive

Assertive statements

Use this template to communicate more assertively:

When you _____, I feel _____.”

For example:

“When you raise your voice, I feel threatened.”

Assertive statements

Sometimes you need to tell a person how their behavior affected you:

“When you _____, then I _____, and I feel _____.”

For example:

“When you arrive late, I have to wait, and I feel frustrated.”

Assertive statements

An assertive person may also need to tell the person what they want:

“When you arrive late, I have to wait, and I feel frustrated. *Can I count on you to be on time tomorrow?*”

Assertive behavior: Dos and Don'ts

● Dos

- Express feelings honestly – take ownership of your feelings
- Be realistic, respectful and honest
- Express preferences and priorities
- Choose your response carefully, especially when emotions are high

Assertive behavior: Dos and Don'ts

- Don'ts

- Depersonalize feelings or deny ownership
- Say "You make me mad"
- Exaggerate, minimize, or use sarcasm
- Agree just to be sociable or agree unwillingly

Exercise 2: Role plays – training assertive behavior

- **Situation One: Teammate B put extra effort into creating a great-looking graph for your report.**
 - Person A: Sincerely compliment B.
 - Person B: Respond Assertively
 - Person C: Observe

Exercise 2: Role plays – training assertive behavior

- **Situation two: It is the fourth week of your team project and teammate B has been late to three prior class sessions, missing crucial instructional and work time. Once again, he/she walks in 30 minutes late today.**
 - Person A: Handle the situation assertively.
 - Person B: Respond assertively.
 - Person C. Observe

Exercise 2: Role plays – training assertive behavior

- **Situation Three**

- Person C: It is normally your job to send an email to all of your team members after class, summarizing team decisions and reminding the team of agreed upon tasks. Today, however, you are scheduled to retake an algebra exam right after class. Make an assertive request of teammate B to write and send this email to the team on your behalf. (Note: This is the second time you've made such a request.)
- Person A: Respond assertively.
- Person B: Observe

Exercise 3: Behavior examples

- Your partner recently spent too much money outside the budget.
 - “You idiot, I can’t believe you bought all that crap. You always mess things up. You’re selfish.”
 - “Oh well, it isn’t important.” (Or doesn’t bring the issue up at all)
 - “I would like to know a good time we could talk about the budget. I am concerned.”

Exercise 3: Behavior examples

- A colleague is going to be on the lunch break longer than should be asks to cover for her. You don't like that she asked that from you:
 - Oh, ok. Anyway, I think no one will be looking for you.

Exercise 3: Behavior examples

- During meeting two your colleagues are gossiping while you are presenting a report:
 - Silence. You two also need to know these information.

Exercise 3: Behavior examples

- You are talking with your colleague on the phone for too long. You would like to finish the conversation:
 - Listen, I need to end our talk. I have another incoming call.

Assertiveness

Assertive behavior: examples

- Your subordinate asks for holiday on Thursday, because her brother is coming. But it is the end of quarter and you necessarily need her presence:
 - I would really like to, but I can't, because...

Exercise 3: Behavior examples

- Your subordinate is hard working and you would like to praise him/her:
 - ..., you are working like a horse! What would we do without you!

Assertiveness

Assertive behavior: examples

- Your boss is praising you for a good done job on a project:
 - It is still not perfect. There are still some things, that I could do better.

Assertiveness

Assertive behavior: examples

- This is some real sloppy work, Johnson! You've really gone downhill since we've hired you!
- I agree that this is not my best work, but with more realistic time constraints and an adequate budget, we could have done much better.
- What is the technique?

Exercise 3: Behavior examples

- One of your colleagues tells you that you never listen what you've been told:
 - No, I listen.
 - Assertive variant using fogging technique?

Exercise 3: Behavior examples

- **Friend:** Can I borrow \$20 from you?
 - **You:** I can't lend you any money. I've run out.
 - **Friend:** I'll pay you back as soon as I can. I need it desperately. You are my friend aren't you?
 - **You:** I can't lend you any money.
 - **Friend:** I would do the same for you. You won't miss \$20.
 - **You:** I am your friend but I can't lend you any money. I've run out.
- What is the technique?

Assertiveness

The art of saying 'No'

- The Art of Saying No

<http://www.youtube.com/watch?v=AqN9jcLA61s>

Exercise 4: Conflict case study



Exercise 5: Conflict role play

Alex and Mel

Presentation skills

○ **Understanding Your Audience**

- Determine who the members of the audience are.
- Find out what they want and expect from your presentation.
- What do they need to learn?
- Do they have attitudes or interests that you need to respect?
- And what do they already know that you don't have to repeat?

Presentation skills

- **Preparing Your Content**
 - Identify a few key points
 - Don't include every detail
 - Use an outline
 - Start and end strongly
 - Use examples

Presentation skills: intonation

- <https://www.youtube.com/watch?v=7THpxqHp9lA>

Exercise 6: Chunking

Be an active listener
as when you hear
what others have to say,
you'll speak more directly
to their concerns.

If you focus closely
on engaging with them,
you will naturally empathise
and assume aspects of their speech
in your own.

Exercise 6: Chunking

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Thank you for your
attention!