

Assertive Communication

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Communication

Styles of Communication

- Passive
- Assertive
- Aggressive



ASSERTIVE communication:

- A way of communicating feelings, thoughts and beliefs in an open, honest manner without violating the rights of others



4 Benefits Of Being Assertive

1. Better communication

Your assertive behaviour is great for both parties. If you communicate wisely, you can get what you want out of any interaction and leave the other person satisfied, too.

2. Less stress

Let's face it, aggressive communication is stressful (as can be passive); one of the people involved generally ends up feeling humiliated or threatened. If you are on the "strong" side, you might end up regretting putting your need to be heard over the other person's right to speak.

With assertive communication, however, you're acknowledging the other person's feelings and desires, while openly sharing yours and trying to find the best solution for the situation. This communication style equates to very little stress.

4 Benefits Of Being Assertive

3. More trust

Trust is important in personal and business relationships, and being assertive helps you get there naturally. Passive communication often results in others not taking you seriously, while aggressive behaviour tends to lead to feelings of resentment.

Being trustworthy in your communication greatly builds connection.

4. More confidence

When you hide your feelings or interact with others without caring about what they think or feel, you're either lowering your self-esteem or building it on the wrong foundation.

But assertive behaviour, on the other hand, shows that you're both brave enough to stand up for your rights and you're in control of what you're saying (and more importantly, how you say it).

You find the balance between clearly stating your needs and giving the other person the chance to do the same and feel equal.

What Are The 3 C's Of Assertive Communication?

Confidence – you believe in your ability to handle a situation.

Clear – the message you have is clear and easy to understand.

Controlled – you deliver information in a calm and controlled manner.



Say “No” more often.

First things first!

For assertive behaviour, you’ll have to let go of the need to please everyone and do things according to their expectations. When you do this, you are often left dissatisfied and become weaker the next time you’re about to try asking for something you want.

Assertive communication means being okay with saying exactly what you want, but doing it in such a way that it doesn’t hurt the other person’s feelings.

This might mean rejecting things you decide are not a good fit for you, but then explaining exactly why you rejected them. The word **“because”** is a powerful game-changer in communication. If you give strong reasons and say them with determination, no one will be upset that you gave them a negative answer.

Watch your tone.

The self-control we mentioned earlier should be used here.

Your voice needs to be relaxed; you should sound (and feel) calm. This can take some time, just like any other new skill. Be patient and don't get annoyed if you end up raising your voice without realizing or rushing a conversation because you become irritated.

Assertive behaviour also means not showing hesitation or harshness through your voice. Keep it friendly and calm. Speaking slowly and using a quieter voice is usually enough to bring balance back to the conversation.

“Don't Pick Up the Rope”

Be willing to discuss further until you find a solution.

Being assertive means continuing— in a calm and respectful manner— until the issue is resolved. It might require asking more questions, listening more carefully, or getting creative and exploring more options. Whatever it is, it's worth your time as in the end both parties feel good and no one ends up hurt.



Pay attention to the nonverbal communication.

By nonverbal, we mean body language, eye contact, posture, listening cues, and reactions. All of these should be done without any sense of aggression or passiveness. The former (aggression) will cause the other person to go into defence mode, while the latter (passiveness) will make them feel ignored.

Keeping eye contact helps you stay focused. Also, it's an easy way to let the other person know you're invested in and care about what they are saying. Experts say that how you direct your eyes and how long you keep contact can be even more important than what you say.

Be present.

5. Be present.

Last but not least, the secret to effective communication and forming better relationships is to be mindful of what exactly the other person is trying to say. Try not to bring up issues from the past or let your mind get distracted— these show disrespect and can cause you to lose focus (and thus, you won't be able to give a proper answer or be assertive).

Mindfulness means being present and not thinking about anyone else who's not currently around you. Forget about the rest of the world, look at the person you're communicating with at that moment, and listen actively to everything they are saying.

Know why you don't communicate

- We think we have already had the conversation.
- Don't have time lack of preparation.
- Not sure how to approach.
- Too focused on “winning” the conversation.
- No point –nothing will change.
- It's not my problem.
- It might ruin the relationship (further)
- It's too confrontational. Avoiding the conversation.
- It's against our natural response –fight or flight reaction.

Workplace communication

The Two Challenge Rule

Voice concerns twice



Try using the CUS acronym



“I Statement” communication example

Scenario : When you moved in two months ago, you noted on the check-in form that two windows did not have screens on them. This is in violation of local housing code. When you submitted the check-in form to the landlord, you mentioned the need for these screens. She said, “I’ll have to order them.” Nothing has happened since then. The weather is warming up and you’d like to open your windows. You do/ say this to address the issue...

When I moved in, I was promised new screens for my windows, especially since it’s a housing code violation. I feel annoyed because I’ve not been able to open my windows all summer long while I’ve waited for them to be installed. Would you please replace them or update me on the status of them by Friday?

Complete the I statement worksheet.

How assertive are you ?

(Complete the questionnaire provided to find out.)



Thank You



Thank you for your time!

