


**Assertive Communication**



AnthemEAP

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**Objectives**

- Good vs. Poor Communication
- Understanding Assertive Communication
- Communication Model
- Tips for Good Communication
- Saying "NO"
- Obstacles to Good Communication

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**Assertive Communication**

- Clear, Honest, Direct
- Mutual Respect
  - Maintain your rights while respecting others
- Builds strong relationship foundation
- Withstands conflict and problems



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### Passive Communication



- "Wimpy"
- Victim
- Finds it hard to say "no"

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### Assertive vs Aggressive

<b>Assertive</b>	<b>Aggressive</b>
<ul style="list-style-type: none"><li>◦ Consider everyone's feelings</li><li>◦ State what you need and want</li><li>◦ Be clear and decisive</li><li>◦ Be respectful</li></ul>	<ul style="list-style-type: none"><li>◦ Plow over others</li><li>◦ Interrupts</li><li>◦ Can border on being rude</li></ul>

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### Body Language

- Eye contact
- Posture
- Facial expression to match message
- Tone of voice



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**Tips for Assertive Communication**

- Both people get time to speak
- Ignore distractions
- Judgment-free
- Keep an open mind
- Don't offer advice
- End the conversation

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**Obstacles of Assertive Communication**



- Tired
- Not motivated
- Distracted with personal stories
- Too emotional
- Not black and white
- Impatient (finishing sentences)
- Unfamiliar with culture or values

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**Use Conscious Communication When Saying No**

- Explain your thoughts and emotions behind saying no
  - Be honest when saying no – don't lie about the reason
  - The words you use are critical
  - Your tone, facial expression and body language are also important
- Let them know you would be happy to help out or take on the project in the future
- Offer to give something else up to be able to say yes!
- Eliminate the guilt

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**Deciding to Say No**

- If you are unsure of your answer, take a break or a deep breath and come back to it
- Listen to your instincts
- Ask for more time - sleep on it!



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**How to Say No**

- 🗣️ Practice saying no
- 🕒 Pick the right place and the right time
- 👏 Pay a compliment or point out something positive about why you are saying no
- 💡 Offer an alternative solution or a way to compromise

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**Let's Practice!**

**Role Play with a Partner: How to Nicely Say No**

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### Do's & Don'ts

<b>Do</b>	<b>Don't</b>
<ul style="list-style-type: none"><li>◦ Speak up</li><li>◦ Ask</li><li>◦ Speak confidently</li><li>◦ Use "I"</li><li>◦ Take pride</li></ul>	<ul style="list-style-type: none"><li>◦ Bully</li><li>◦ Tell</li><li>◦ Yell</li><li>◦ Use "You"</li><li>◦ Be overbearing</li></ul>

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### Challenging Scenarios

 What are some action steps you can take to become more assertive?

 What are some scenarios to practice that will help you "tone it down"?

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### Evaluation

Survey QR Code



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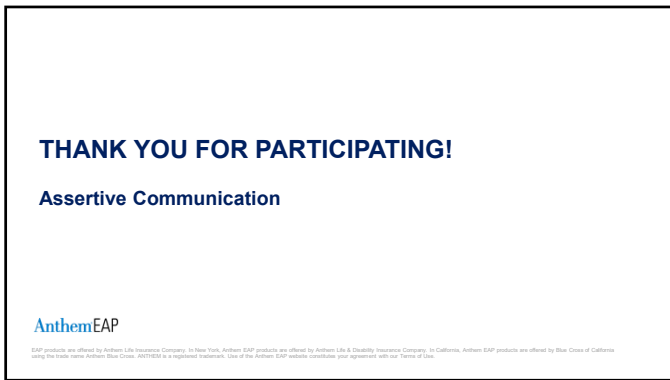
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