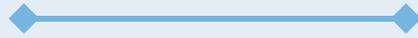
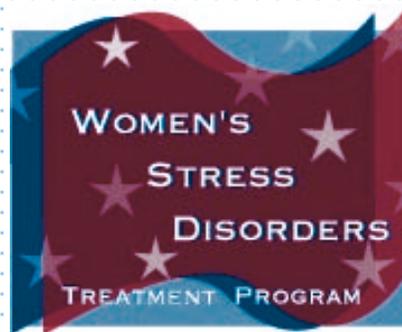


Enhancing Relationships



Assertiveness skills

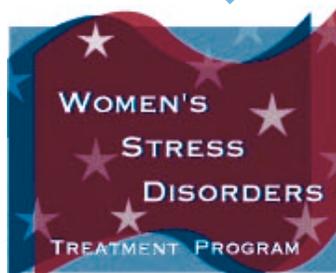
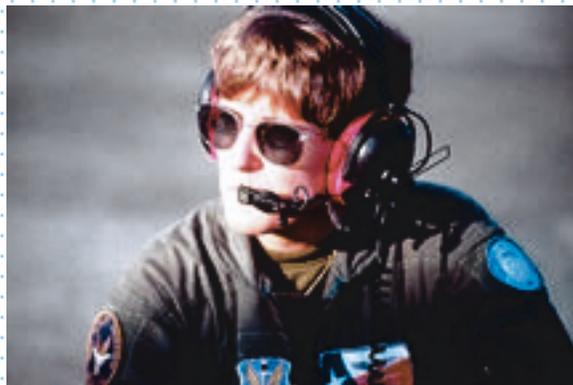


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What is assertiveness?

- ◆ Assertiveness is a way of interacting that takes into account both your needs and wishes and those of the other person.
- ◆ Assertive behavior has as a goal that both people win.

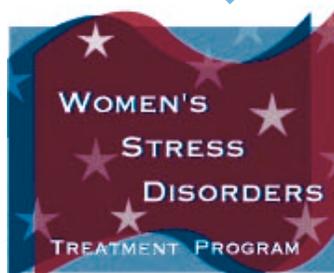


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What's the opposite?

- There's not exactly an "opposite", but there are ends of a continuum.
- Passivity, or passive behavior is when you let the other person win, and you lose.
- Aggressiveness is when you win and they lose.

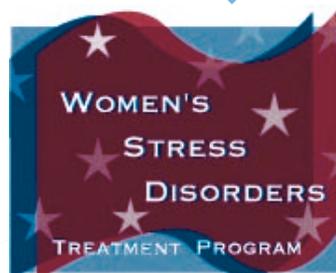


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Can you give me an example?

- If you notice that the clerk at the store gave you the wrong change, a passive response might be to just walk away and not say anything.
- An aggressive response might be to accuse them of trying to pocket the money and threatening to call the manager.

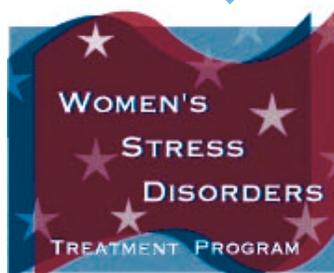


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What's an example of an assertive response?

You might say, "I think I got the wrong amount of change. Can you check on that?"

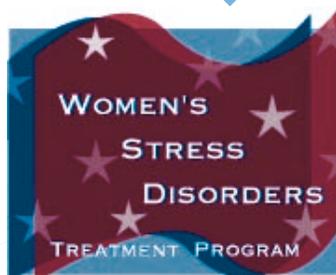


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*But what if it's only
10 cents and I'm
in a hurry?*

- ◆ Good point.
- ◆ There is no "right" way to respond.
- ◆ You can choose whatever kind of behavior will be most effective in meeting your larger goals.
- ◆ Assertiveness is not necessarily the best choice in every situation.



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***Being aggressive
usually gets me what I
want***

- In the short run that may be true.
- For example, the mother who constantly screams at her kids may get them to “act right” in the moment, but though she thinks she gets their love and respect, it is more likely that she gets their fear and anger.

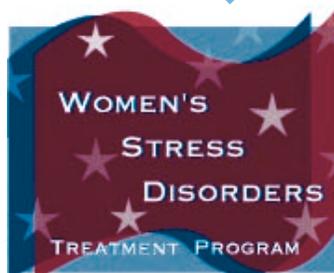


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*Are there times when
it would be best
to be aggressive?*

- Sure.
- If you are in labor, most people would think it is appropriate that you push ahead of someone else who was waiting for a cab
- If you have a heart attack, you want the emergency personnel to be aggressive about getting people out of the way so you get to the hospital quickly



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Is being passive ever a good response?

- When a state trooper pulls you over for speeding, it is generally in your best interest to nod and say “yes, officer” rather than acting assertively
- When someone clearly has more power than you and the danger is high if you rebel, passivity is a useful thing



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Okay, so how would I start being assertive?

- We've found it's helpful to first take a look at your assumptions.
- What you think of as your rights influences how able you will be to act assertively when you decide it is the best way to get your needs met.

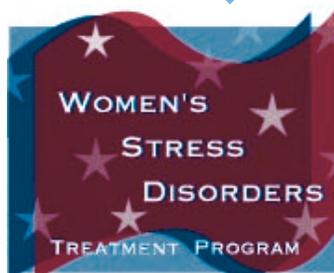


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What kind of assumptions do you mean?

- Most people grew up with an unspoken list of rules or assumptions.
- These rules were not posted on the refrigerator next to the dishwashing schedule and grocery list.
- We will list some common ones and then give suggestions of your possible rights.
- Ready for the first one?



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