

# Assertive Communication



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# Hopes and Concerns

What do you hope you get from today?

What are your concerns about today?

# Aggressive Behaviour



Being aggressive means getting your own way at the expense of other people by putting them down, making them feel small, incompetent or foolish. This can be through high level forms of aggression such as bullying and shouting or low level forms such as sarcasm, excessive flattery or adopting a patronising attitude.

# Submissive Behaviour

Being submissive means ignoring your own needs and feelings and giving in to other people. It often means putting up with a situation you are not happy about rather than putting your ideas forward.

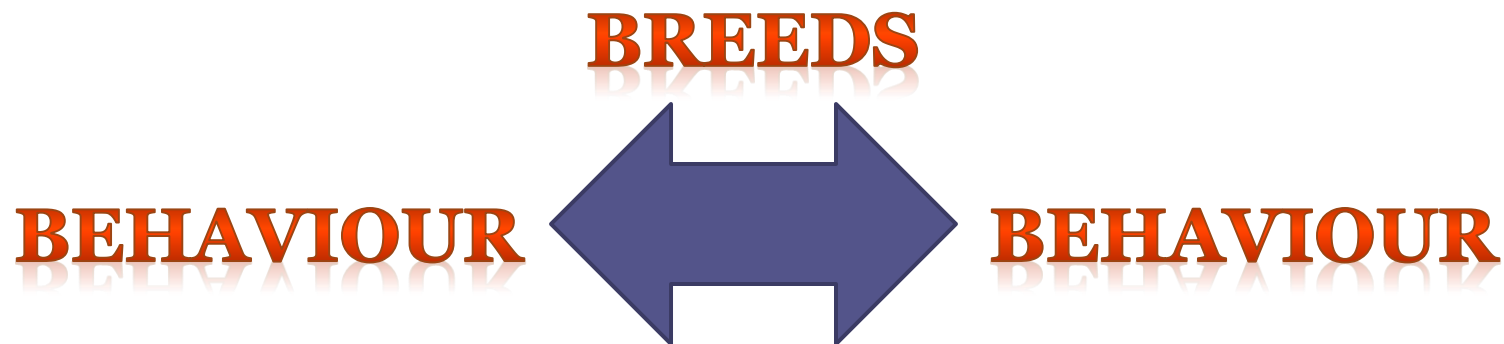


# Assertive Behaviour

Being assertive means being honest with yourself and others. It means being able to say what you want but not at the expense of the other person. It means being able to negotiate and look for win-win situations or workable compromises.



‘We train people how to treat us’



# Handling Situations Assertively:

What do I want?



Have I got the confidence?



How will I communicate?



Am I willing to listen?

# What do I want?





What do I want?

Is it possible?

A light gray downward-pointing arrow indicating a flow from the first question to the second.

Is it realistic?

A light purple downward-pointing arrow indicating a flow from the second question to the third.

Is it negotiable?



Our self-confidence is based on a judgement we make about our ability to handle a situation.





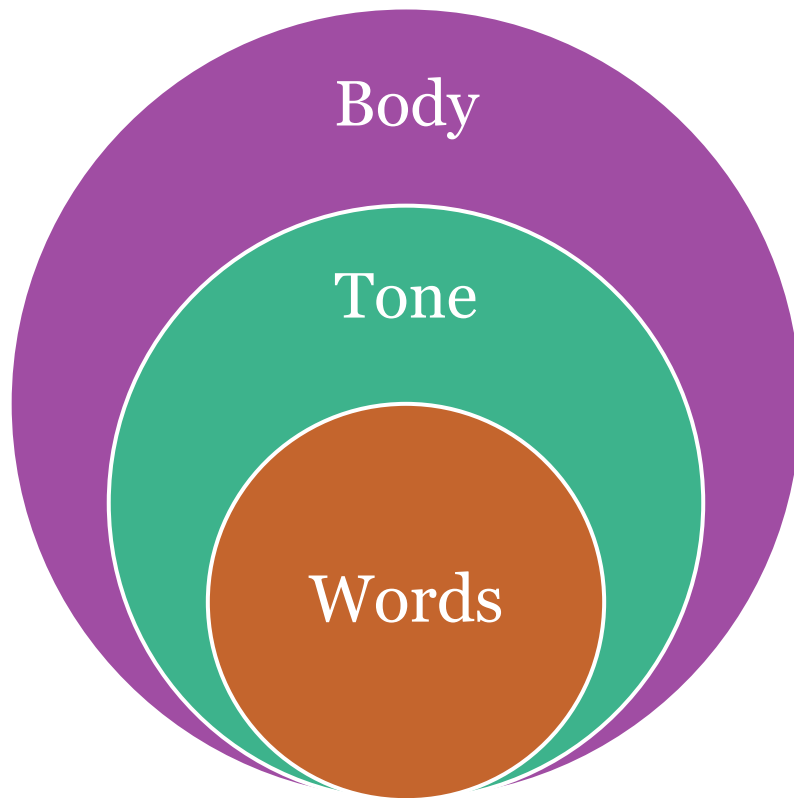
# Non verbal impact

- Image / personal presentation
- Eye contact
- Gestures
- Posture
- Movement
- Facial expression
- Personal space



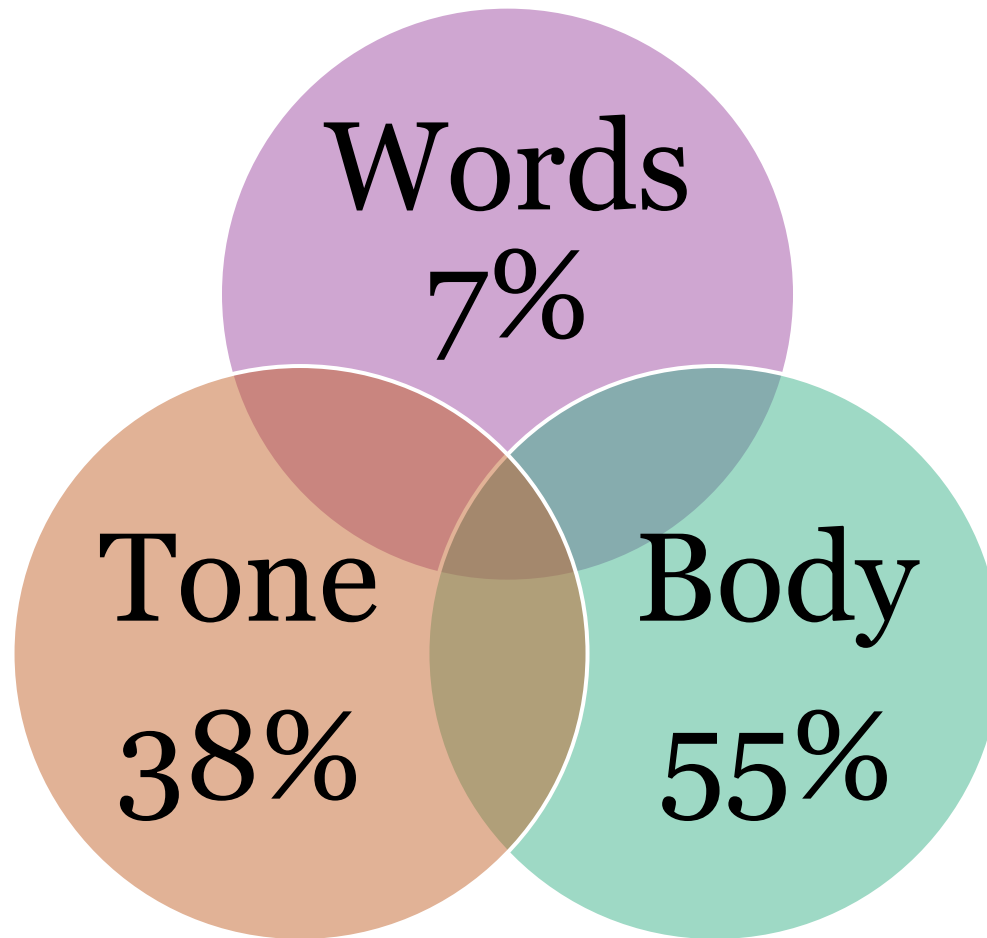


# Congruence

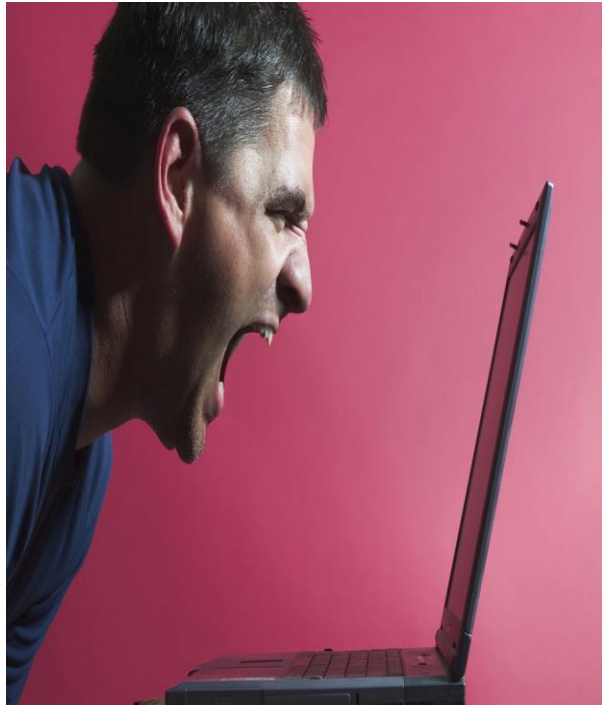


- When our words, tone and body language are congruent 99% of the meaning comes from what we say

# Congruence



# Managing our Emotions



- Think about a time when your emotions got the better of you, when you had an emotional response that led to behaviour that undermined your intended outcome for the situation.

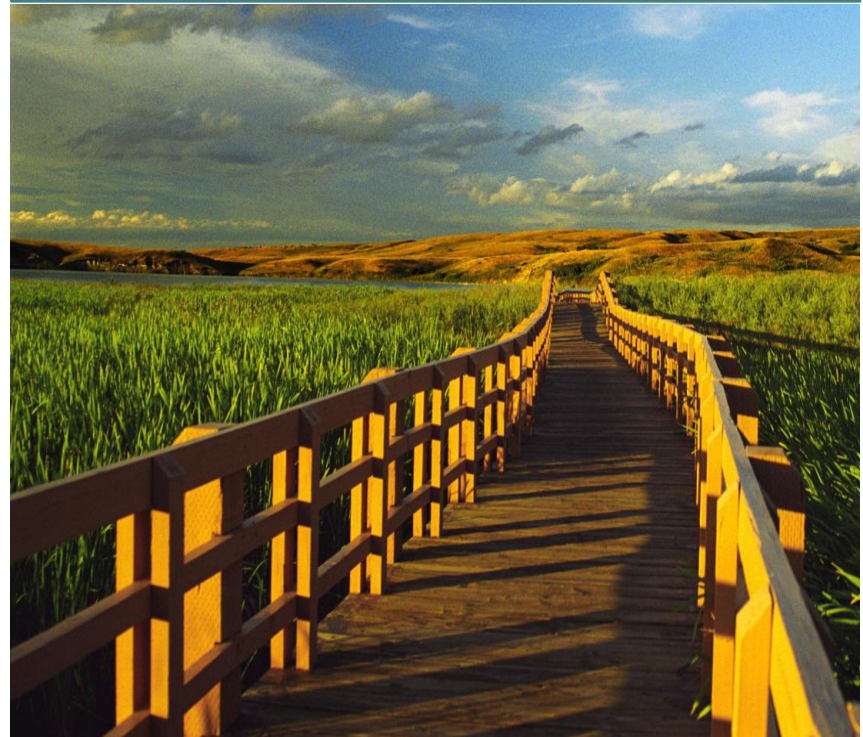


# Pathways to the brain:

**Emotional Brain – fast road**



**Rational Brain - slow road**



# The Control Trilogy



Calming

Reaching

Moving  
forward

# A Structured Model

Introduce

Impact

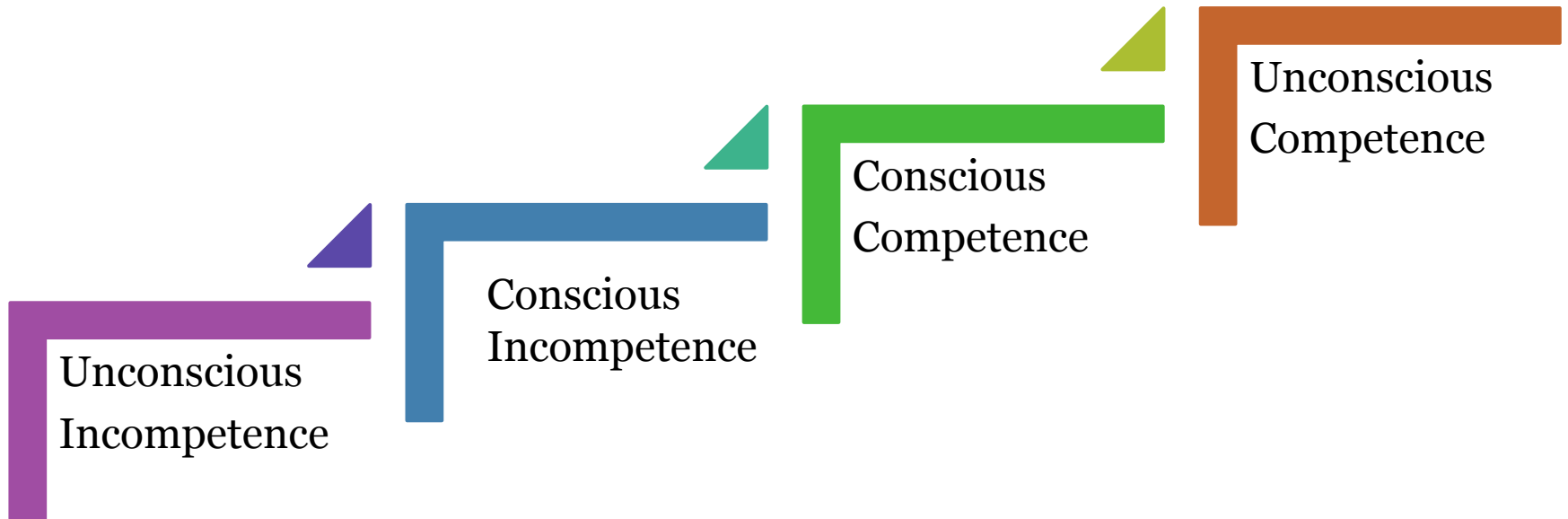
Discuss

# Five Levels of Listening

- Waiting to speak
- Listening to tell our story
- Listening to give advice
- Listening and asking for more
- Intuitive listening



# The Learning Ladder



Observe and recognise behaviour in yourself and others

Reflect on situations and rehearse ways you could have handled them differently

Read round the subject  
[www.deborahdalley.com](http://www.deborahdalley.com)

Notice assertive language and make a note of phrases you could use

Be willing to step a little way out of your comfort zone.

- ‘If you always do what you have always done you will always get what you have always got’