



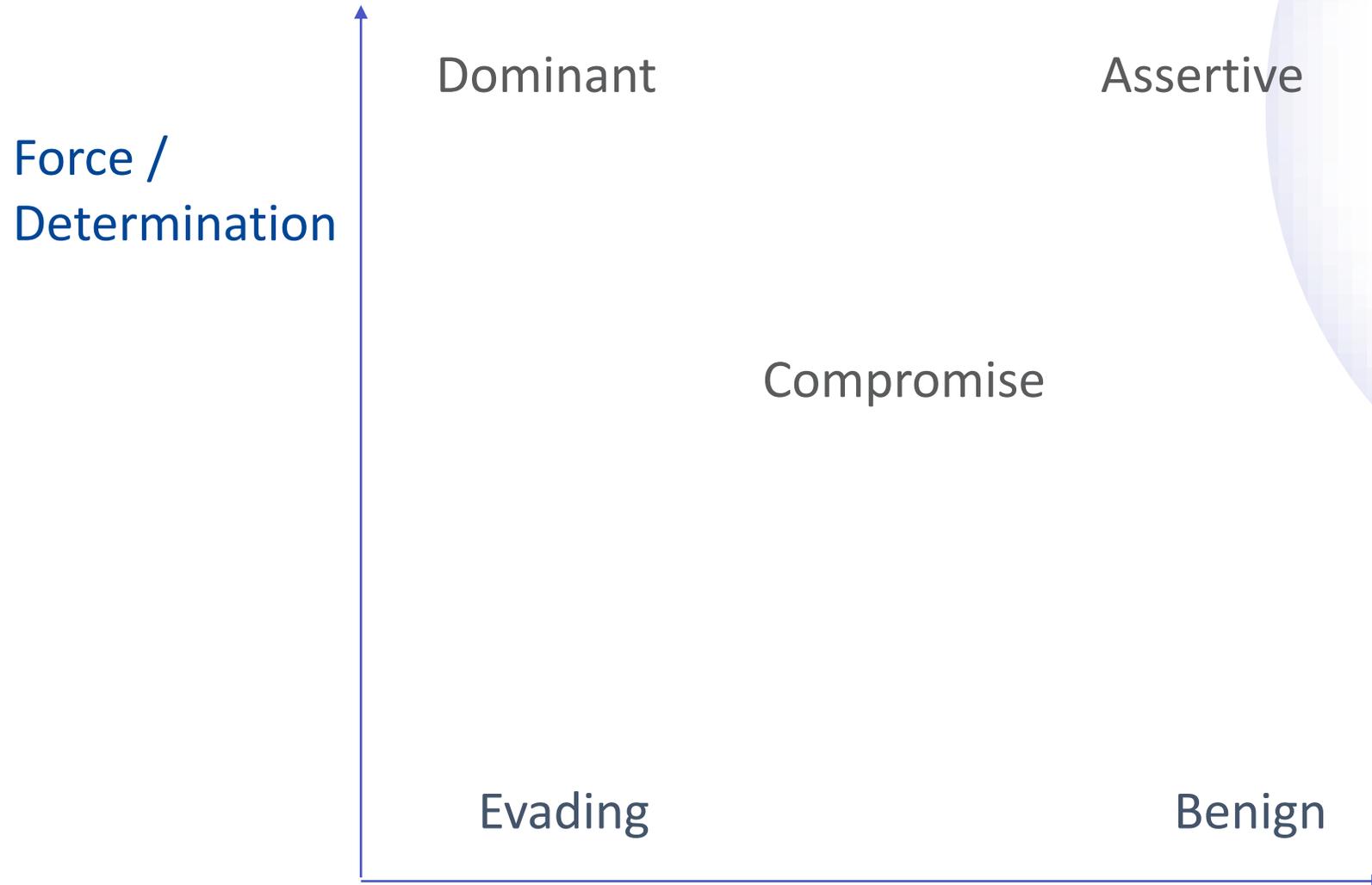
Assertive Communication

Building Highly Effective Behaviours for
Leaders & Managers

discovery

Your Workforce Reimagined

Communication Styles



Communication Style Behaviours

Dominant

Sarcasm
Stereotyping
Generalising
Patronising
Dismissing
Interrupting
Impatience
Nagging
Emotive Language
Raised voice
Excessive eye contact
Not Listening
Finger wagging

Compromise

Bargaining
Bartering
Vague promises
Ask for less
Accept less
Obstinace
Pettiness
Won't let go

Benign

Unwilling to decide
Reluctant agreement
Moaning
Hesitant
Self-blaming
Indecisiveness
Denial
Making excuses
Weak Language
Rambling
Mumbling

Evading

Non-engagement
Use another
Leave notes
Throw back
I don't mind
Its up to you
Mumbling



discovery

Your Workforce Reimagined

Assertiveness

Assertiveness is expressing your thoughts, emotions, beliefs and opinions in an honest and appropriate way whilst respecting the thoughts, feelings, opinions and beliefs of other people.

Assertiveness

Assertiveness allows individuals to assert their personal rights without undermining the rights of others.

Assertiveness is considered a balanced response, being neither passive nor aggressive, with self-confidence playing an important part.

An assertive person responds as an equal to others and aims to be open in expressing their wishes, thoughts and feelings.

What is Assertiveness?

○ Asserts own rights

○ Respect others rights

○ Clear and concise

○ Objective

⑤ Factual
Characterised by "I"

⑥ Listen evaluatively



Assertive Phrases

An Example

“To be frank, the quality of the painting job you did was absolute rubbish”.

“I wasn’t happy with the job you did because it didn't solve the problem



Assertive Phrases

You are completely useless at running weekly meetings; the last one was an absolute shambles and overran by 20 minutes

The work will take until 6.00 pm to complete but I don't suppose you could possibly work until 5.30 pm could you?

I don't want to appear heavy-handed, but could you perhaps try and get to work a little bit earlier than you have been recently. Don't you know the start time is 9.00.am?

Making requests and refusing

R

Reason

R

Request

R

Repay

R

Reason

R

Refusal

R

Repay

Moving up the gears

- I appreciate , however....

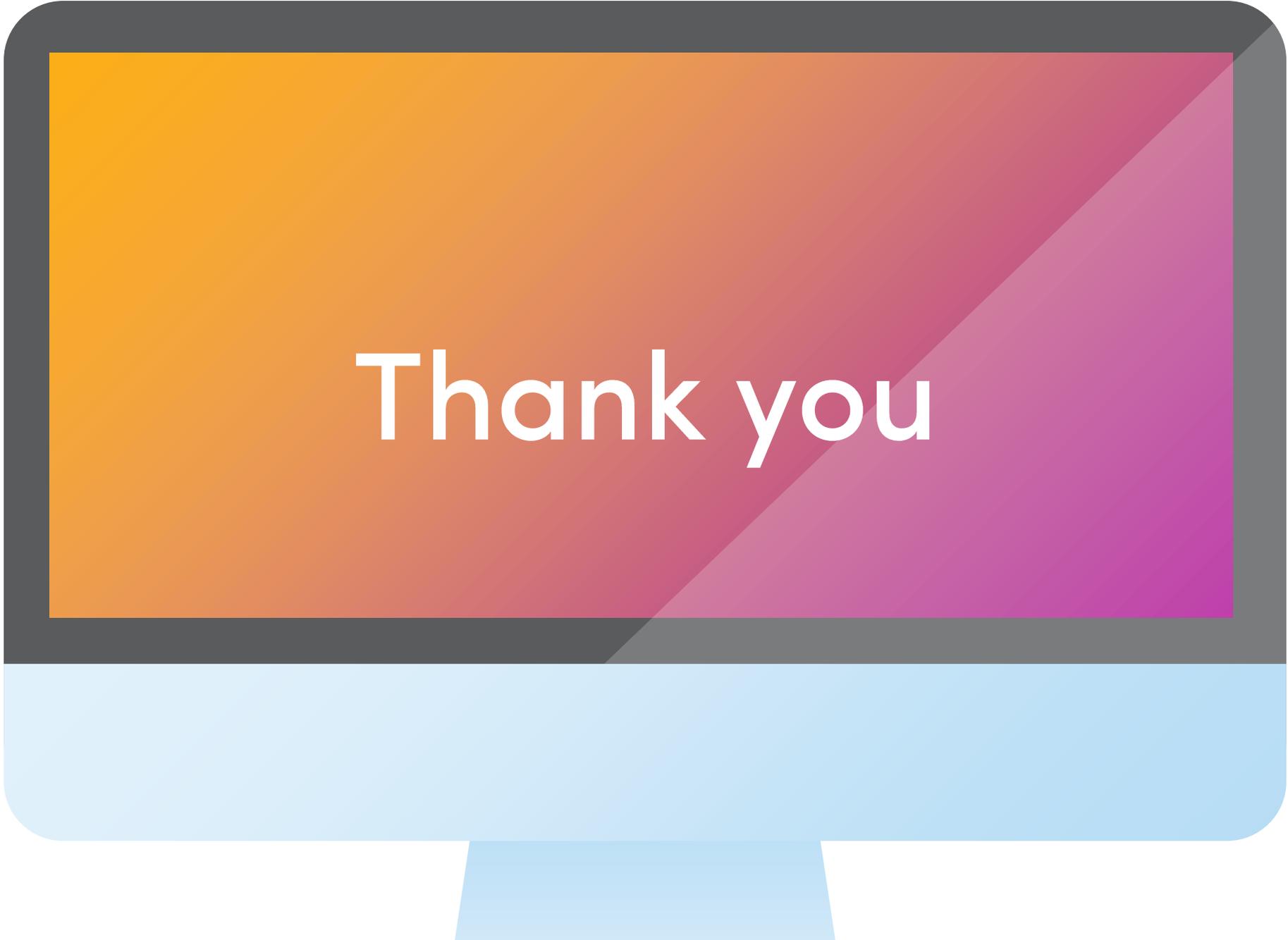
**Understanding
statements**

- If , then, I'd prefer...

**Preference
statements**

- That's not acceptable, need...

**Acceptability
statements**

A stylized illustration of a computer monitor. The monitor has a light blue base and a dark grey bezel. The screen displays a vibrant gradient background transitioning from orange on the left to purple on the right. The words "Thank you" are centered on the screen in a white, sans-serif font.

Thank you