Growing Your Assertiveness

"When you say YES to others, make sure you are not saying NO to yourself."

-Paulo Coelho
Assertiveness

It is a communication style that allows you to express your opinion in a
direct and honest manner
that acknowledges and respects the needs and rights
of the other person and yourself.
The Assertiveness Scale
Passive Communication

- Not standing up for your rights
- Not setting limits and boundaries on another’s behaviour
- Continually putting other’s needs before your own
- Not being able to say “NO”
Reasons for Passive Communication

- Low self-esteem and self-confidence
- Roles (stereotypes and/or traditional roles)
- Past experience
- Stress
- Personality trait?....
Aggressive Communication

- Bullying and intimidating others to get what you want
- Ignoring needs and rights of others
- Threatening people
- Shouting, yelling or screaming at others
Passive Aggressive Communication

- Indirectly communicating
- Withdrawing love and affection
- Using sarcasm and put downs
- Using humour to be nasty or hurtful
If you were more assertive?

How would you communicate?

What would others see?

How would you feel afterwards?
Assertive Communication

- Being direct and honest
- Being able to negotiate
  - Having a sense of give and take
- Asking for your own needs to be met, while respecting the needs of others
- Being able to take responsibility and acknowledge when you are in the wrong
How to be assertive

- **Know your values**
  - What's really important to you?

- **Validate**
  - Say something that shows that you understand how they feel

- **What is the problem**
  - Try to avoid exaggerating with words like always and never
  - Try to speak with facts rather than judgements

- **What do you want**
  - Use "I Statements" as much as possible
Assertiveness skills...

- Listen

- Breathe

- how you say it is as important as what you say. Speak at a normal conversation volume, rather than a shout or whisper, and make sure that you sound firm but not aggressive.

- Its ok to say no!

- Make sure your body language matches. Try to look the other person in the eye, stand tall, and relax your face.

- Practice often - assertiveness is a skill which requires practice. Be a broken record

- Don't forget to praise yourself for your good efforts!
Visualise an Assertive and Successful Outcome
Student Services Support

Other workshops:
Stress Management
Being Your Own Best Mate
Improve Your Memory
Looking After Your Brain
Expressing Yourself Clearly in Tutorials
Practice Mindfulness

Private Consultations: Learning Advisors, International Advisors, Student Counsellors, Accommodation Officers
Website: www.uq.edu.au/student-services/
Online assertiveness modules:
To book: (07) 3365 1704 In person: Building 21D