

Confidence and Assertiveness

- What is confidence?

- What is Assertiveness?

- A belief in one's ability to succeed
- Why is confidence important?

How confident/ assertive are you?

Answer the following questions;

- Do particular people at work make you feel intimidated? In what situations? How do you normally react?
- What aspects of your job do you dislike the most? Tend to put off? Feel uncomfortable with?
- How self critical are you? How do you react if you make mistakes? How do you react to being criticised?
- Does it matter to you what other people think? Say about you? Do you hope that everyone likes you?

Four Styles of Communicating

What is aggressive?

What is passive?

What is passive aggressive?

What is Assertiveness?

Passive

- A passive person is indirect, anxious and inhibited
- Often does not address problems with others
- Find it difficult to say 'no' to people
- Does not speak up for his/ her own rights
- Can be taken advantage of
- Walk out rather than deal with conflict
- Sometimes apologise even if they know they are not wrong
- Sometimes the persons anger will build up inside and they will explode, or develop issues with anxiety, depression or physical aches and pains

Aggressive

- Often threatening and attacking towards others
- Bossy, dominating, loud and sarcastic
- Does not gain respect of others
- Others are intimidated and feel threatened
- Blame others for my problems
- Interrupt others
- Rarely admit that I am wrong
- Sometimes their anger can be 'out of control'
- Feel the need to be 'in control' of all their relationships
- When criticised, natural instinct is to defend themselves by criticising back

Passive- Aggressive

- Does not address problems directly
- Sulk and pout
- Talk about people behind their backs
- Give people the 'silent treatment'
- Pretend things are ok when they are not
- Do not like to draw attention when they are hurt or upset
- Suspicious and distrustful of others
- Holds a grudge
- Not good at expressing feelings
- Do 'clever' things to get back at people

Assertive

- Confident
- Honest
- Clear
- Direct
- Seeks fair resolutions
- Respects their and others rights
- In control of their emotions
- Can say 'no' without feeling guilty
- Maintain their boundaries and respects others
- Can respond to criticism without getting angry or defensive
- Can apologise when they know they are wrong

10 Tips to assertive impact

Making requests- do not apologise, give a reason

Refusing requests- warm tone, brief but not abrupt

Disagreeing - acknowledge and be constructive

Give praise-eye contact, specific, clear and brief

Giving negative feedback- honest objective and sensitive

10 tips to assertive impact

Receiving praise- Accept and say thank you!

Receiving negative feedback-listen, if unclear ask to clarify

Giving bad news- clear, brief, factual

Being proactive and positive- take the initiative

Using assertive language- tone, pitch, honesty, clarity

Positive mind/ positive body!

- I was really happy when...
- Something that my friends like about me is...
- I'm proud of...
- My family was happy when I...
- In school/work , I'm good at...
- Something that makes me unique is...