

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 11
Assertiveness – 2: Type of People**

**by...
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Hello hi welcome back to my course on enhancing soft skills and personality.

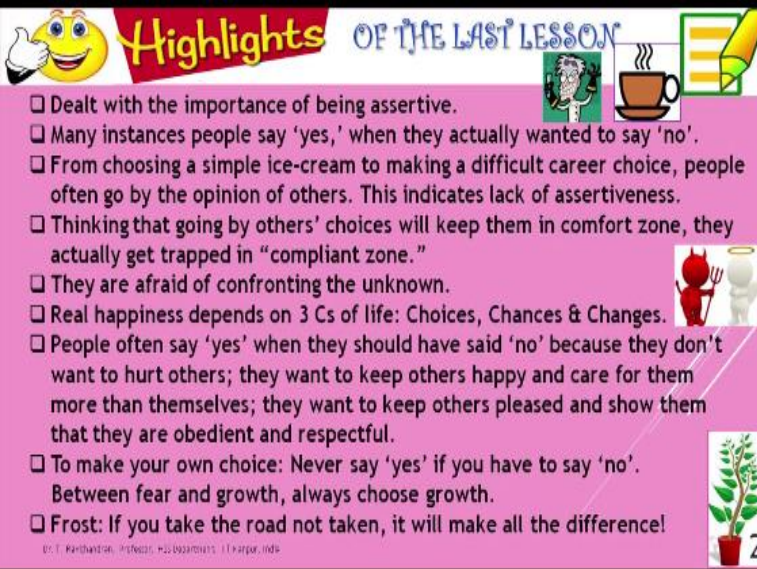
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I am Ravichandra giving you this course for the past two weeks to NPTEL move from IIT, Kanpur, this week will continue with the team that is started in the last week last lecture that is on assertiveness in this week we look at the types of people with regard to assertiveness and this is third week so I am happy that you have done the assignments for the first two weeks and you have reached the third week and this is the first unit of third week and this is lesson number 11.

Second topic in assertiveness and we will focus on types of people and before I start let us take a quick look at what I did in the last lesson.

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Highlights OF THE LAST LESSON

- Dealt with the importance of being assertive.
- Many instances people say 'yes,' when they actually wanted to say 'no'.
- From choosing a simple ice-cream to making a difficult career choice, people often go by the opinion of others. This indicates lack of assertiveness.
- Thinking that going by others' choices will keep them in comfort zone, they actually get trapped in "compliant zone."
- They are afraid of confronting the unknown.
- Real happiness depends on 3 Cs of life: Choices, Chances & Changes.
- People often say 'yes' when they should have said 'no' because they don't want to hurt others; they want to keep others happy and care for them more than themselves; they want to keep others pleased and show them that they are obedient and respectful.
- To make your own choice: Never say 'yes' if you have to say 'no'.
Between fear and growth, always choose growth.
- Frost: If you take the road not taken, it will make all the difference!

Dr. T. Raghavakar, Professor, M.S. Department, IIT Kharagpur, India

I dealt with the importance of being assertive in the last lesson so overall we were trying to look at the many instances in which people say yes when actually they wanted to say no or actually they should have said no, whether it could be choosing a very simple ice cream or making a very difficult career choice or choosing a life partner for themselves people often go by the opinion of others this clearly indicates lack of assertion.

Thinking that going by others choices will keep them in comfort zone actually they get trapped in complaint zone so compliance is the tendency to always obey always be subservient to the will of others so thinking that you are actually going towards a comfort zone by taking into consideration most of the times the choices of others so what you are doing is actually you are really not in a comfort zone but you are in a compliant zone.

You are all the time leading to others wishes now why this kind of people are rather choosing choices of others than trying to choose for themselves most of the times they are afraid of

confronting the unknown themselves so known devil they would rather compromise with than to try to confront with the unknown angel however good or however happy it might be but I was trying to tell you that real happiness really depend on three C's of life, first one is choices and the choices that you will make based on the chances so the chance for instance like choosing between the known and unknown angel.

So if you make the choice of choosing the unknown angel that is the unknown opportunity that is appearing to be risky but it will have lot of rewards hidden in it, now if you take that chance obviously it will change your life and changes the life for the better but again interestingly people often say yes when they should have said no because they do not want to hurt others so the majority of the people they say yes because they do not want to hurt others.

They also want to keep others happy and they care for other people often more than themselves they generally want other people to be pleased in their company and they do not want to be rejected and in countries like India in South Asian countries in general where lot of respect is shown to the elders people generally want to show that they are obedient and respectful to elders seniors and aged people so they do not want to show that they are disobedient by asserting their own choices even if it is at the cost of risking their own light okay.

Now in order to take your own choice I just ended with two simple suggestions one the first and the foremost thing never say yes if you have to say no so you should never say yes if you have to say no this our first golden principle and if there is choice you have to make between fear and growth always choose growth, the fear is always something that is seen as very dangerous but always it disappears once you take the first bold step towards growth.

And I ended up by coating the famous poem from Robert Frost the road not taken with the implication that if you take the road not taken it will make all the difference in your lives at the end of it I also left you with one small exercise in terms of practicing your assertiveness.

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ASSERTIVENESS PRACTICE EXERCISE!

In three different situations practice assertiveness and observe how you feel about you! Take note of your comfort or discomfort.

- *In how many situations could you successfully assert yourself?*
- *How did the people around you feel about you? Did you note any change in their reactions?*
- *How did you feel about yourself?*
- *Comfortable, happy, embarrassed or uncomfortable?*

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3

I told you to practice assertiveness in three different situations and make a note of your comfort or discomfort level and take a note of how others feel what were your observations in how many situations could you successfully assert yourself some of you could have successfully asserted in to some might have tried even four or five situations so what were your observations how did the people around you felt about you.

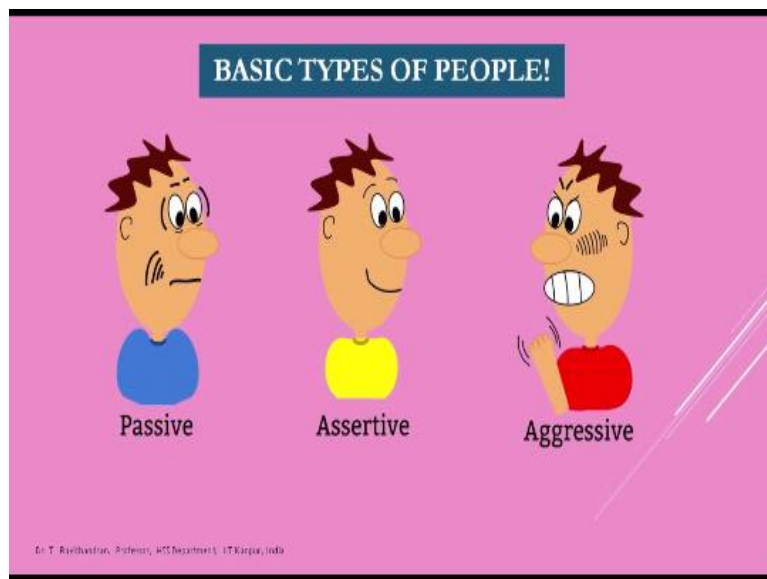
Like for instance if somebody forced you for a cup of coffee when you have to write that particular assignment did you have the courage to say no okay and if you said no did you feel comfortable or how did the other person feel about you did you note any change in reactions often people if they are so used to your passive self they know that you are not assertive and then they can take you for granted.

Whenever they want to go for a cup of coffee they can always come and drag you but whenever they are Busy and even if you want to go for a cup of coffee with them they will always say no I am busy I am sorry and you never had the courage to ask them to go with you they know about it but this time if you had said no they would have noted that you are trying to assert yourself if the company is dishonest the personhood of basically shows some kind of discomfort on the face.

But if the person is genuine would also think that okay this is a genuine reason that you are giving and the person would not put force on you to go with that person at that point of time and how did you feel about yourself, most of the times when you assert by being honest with your own inner self you will feel comfortable you will see as if your burden is reduced you will feel that you are not carrying any baggage in you will be happy.

But in case you are somewhere in the mid way somewhere you are not sure of yourself somewhere you are confused you may feel embarrassed little bit uncomfortable but that is okay that is okay for a beginner, so now let us know more about what kind of person that you are so far and then you need to become a person who is assertive in order to develop enhance your soft skills specialist personality and in order to make that one person that everybody likes you should be assertive not aggressive. Now I am indirectly using terms like assertiveness aggressiveness and passiveness.

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So just to prepare you to understand the basic types of people which we can categorize into three the passive, the assertive and the aggressive now in this lecture in this lesson I am just going to describe these three people and then I do not want to embarrass you but I had be happy to know

if you come under the assertive person based on the behavior pattern that I am going to describe but in case you are mostly under the passive category of people please try to reach the assertive level in the next lesson I am going to teach you how you can reach this positive level systematically, category smoothly and easily but at the same time never try to emulate the aggressive tried you should never become the aggressive people.

Now let us try to know what I mean by passive assertive, aggressive and then try to figure out where you fit in now passive types of people can further be sub group or subcategorized into.

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The slide features a cartoon character with a sad expression labeled 'Passive'. A Venn diagram shows two overlapping circles: the left one is labeled 'In-Active/ Non Assertive' and the right one is labeled 'Indirect.'. Below the diagram is a list of characteristics for passive people.

PASSIVE TYPES OF PEOPLE!

Passive

- × Passive people don't state their opinion at all.
- × They agree with opposing opinions.
- × They are afraid to speak up even when they are sure that they are right.
- × In fear of causing any disharmony, they allow bullying or domineering people to overrule them.
- × They prefer to remain subservient in fear of rejection by loved ones.
- × The indirect ones are slightly better in trying to assert in an indirect way but often are ignored.

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5

Inactive or the non asserting so inactive you understand that they are just passive they do not do anything and the next level is nonassertive not showing any behavior of assertion they are also coming under the category of being indirect so you can broadly divided them into inactive nonassertive as well as indirect group of people all come under the passive types, now what do the passive people do in situations where they need to assert the right for themselves where they need to speak up what do they do.

Passive people do not state their opinion at all they just keep mum they keep quiet surprisingly and contradict really they agree with opposing opinions even when they know that the opposing opinions are going to harm their own self-interest they agree with opposing opinions they are afraid to speak up even when they are sure that they are right again very ironic right in them they are afraid to speak up even when they are sure that they are right and in fear of causing disharmony.

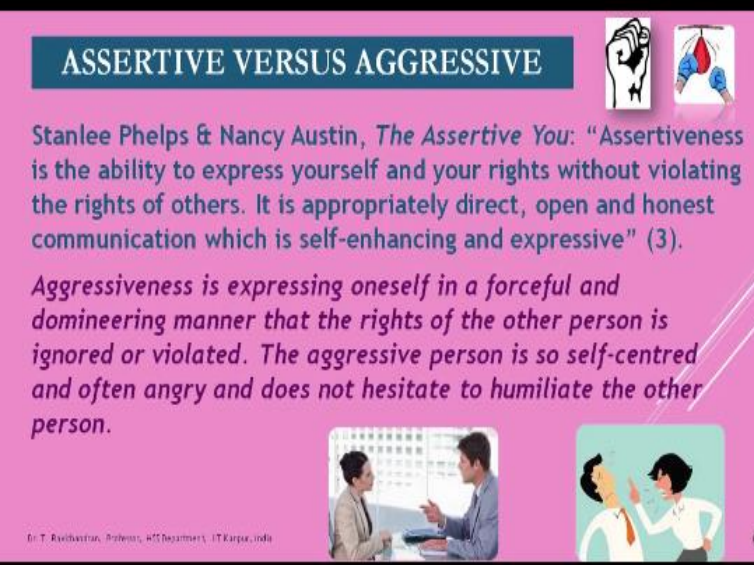
They are low bullying or domineering people to overrule them so since they do not want to disturb the harmony of the group so they will keep quiet but they will let people to bully them pretend them dominate them and throughout some meetings or dialogues or brainstorming sessions they prefer to remain subservient in fear of rejection by loud ones or good colleagues so they choose to be subservient.

So the indirect ones who also are part of the Pacific types are slightly better in trying to assert in an indirect way but often or ignored they slightly try to raise their voice so they are slightly a simple example let us say T is being served to all this passive person didn't get T so is the person who is next to this person now this person being indirect will not say I need a cup of tea would rather say my neighbor does not have a cup of tea.

What do you mind bringing one for this person and when it is brought so if the other person would ask oh! it looks like you also do not have a cup of tea when the person may say how of course but otherwise directly the person will not ask that I need I feel like drinking a cup of tea indirectly that somebody is not having and if you come to serve that person you may take a note of me not having a cup of tea and you may give it to me so that is indirect method.

There is slightly better but often they are also lost because they just murmur they say things in a gentle manner they are not that assertive or not that loud as the aggressive people or now the assertive versus aggressive I already quoted from Stanley flips and Nancy Austin's book.

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ASSERTIVE VERSUS AGGRESSIVE

Stanlee Phelps & Nancy Austin, *The Assertive You*: "Assertiveness is the ability to express yourself and your rights without violating the rights of others. It is appropriately direct, open and honest communication which is self-enhancing and expressive" (3).

Aggressiveness is expressing oneself in a forceful and domineering manner that the rights of the other person is ignored or violated. The aggressive person is so self-centred and often angry and does not hesitate to humiliate the other person.

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6

The assertive you in the previous lecture and I would like to record the same one with an added explanation, assertiveness is the ability to express yourself on your rights without violating the rights of others it is appropriately direct open and honest communication we yourself enhancing and expressive whereas aggressiveness is expressing oneself in a forceful on domineering mannered that the rights of the other person is ignored or violated.

So in the previous case a 30-person is also expressing himself or herself aggressive person is also expressing infill for herself but see the difference in the way they are expressing the first one is trying to prevent his as well as others right the second one addressing one is concerned only about his right and at the cost of ignoring the rights of other people the aggressive person is so self-centered and often angry and does not hesitate to humiliate the other person.

Whereas the assertive person never humiliate the other person although assert himself or herself but the assertive one is never intending to humiliate the other person now let us try to see how these three types of people stand apart how do they behave in terms of expressing in terms of body language in terms of communication and overall how do they react how do they receive

others responses. So in the next four slides I have this categorized passive assertive aggressive types.

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Passive	Assertive	Aggressive
Fails to stand up for oneself.	Stands up for oneself without violating the basic rights of the other person.	Stands up for oneself by violating the rights of the other person.
Emotionally dishonest	Emotionally honest	Emotionally blunt
Self-evasive, inhibited	Self-enhancing, open	Self-dominating, open
Indirect, inexpressive	Direct, straight-forward, expressive	Too direct, forcefully expressive
Hurt inside and anxious	Confident and self-respectful	Feels superior, self-righteous
Regrets and gets angry later	Feels calm and comfortable later	Feels insecure and guilty later

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And then their behavior and characteristic patterns let us look at each one of them and then when I try to compare and contrast you will be able to understand clearly that you stand and I said if you are standing in either passive or aggressive fight it is high time that you come to the assertive side that is why I have kept a certain as a kind of the middle part now passive a pussy person phase to stand up for one side and a 30-person stands up for oneself without violating the basic rights of the other person.

Aggressive person stands up for oneself by violating the rights of the other person the basic difference in terms of emotion the passive only dishonest feels lot of turmoil inside feels like expressing so much that keeps quiet updates as if there is nothing to say even when somebody's asking do you have something to say you know no it is okay nothing a 30-person is emotionally honest, aggressive one is also emotionally honest but blunt rude in expressing emotionally himself.

But at the same time attacking the others in a very rude violent manner the passive person is self effacing so self-effacing is like not having any self-esteem so trying to evade his or her own feelings and it is often inhibited it is a kind of deep introvert as against having some extra virtual tendencies and most like the assertive or aggressive people the assertive one is a very self enhancing type and is open in communication.

The aggressive one is such dominating also open in communication as I said open to the extent of to open Candid and too hurtful or to others feelings the passive person is indirect in expressive in terms of expression the assertive person is direct straightforward uses the exact words and phrases very succinct in expression the aggressive one is to direct post fully expressing to the extent that forces others to listen and all the time bulldozers other to listen to his or her points only the passive person is hurt inside and anxious.

At the time when communication is taking place the assertive person is confident and self respectfully the aggressive person feels superior and self-righteous he or she thinks that only what the aggressive person think sis the rightful one others have no right the passive person regret and gets angry later like once the communication or the meeting is over the passive person fumes within regrets why he or she was notable to express freely it is angry with oneself gets angry with others whereas the assertive person please calm and collected and comfortably later.

He or she knew that the best was done and done to the favor of the 30 person so lot of comfort remind at the end of meeting or a communication the aggressive person feels insecure but does not show it out so it is in fact psychologically they say that it is the insecure people who are actually aggressive so very often you might have noted during rights and all that people show a lot of aggression they just throw the cycle they break whatever is available on the way.

Now that aggressive behavior is actually any indication of the insecurity they feel with it so they feel insecure and guilty also as I said they may not show it but inside they will feel guilty that they try to hurt the sentiments of others they forcefully took something from others but it is the assertive person who remains calm and collected and feel comfortable the passive person indulges in self-pity and is generally disgusted with others.

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Passive	Assertive	Aggressive
Indulges in self-pity, disgusted with others	Values oneself and empathizes with others	Shows anger and becomes vengeful
Never speaks up	Speaks up openly	Interrupts and never lets others talk
Murmurs occasionally	Uses a friendly tone	Shouts loudly
Avoids eye contact	Maintains eye contact and uses positive body language	Stares at people to intimidate them
Slouches, withdraws and maintains distance	Relaxes, adopts open stance and expressions	Rigid and domineering gestures. Invades personal space of others.
Feels alienated in groups	Participates actively in groups	Seeks to control the entire group

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8

The assertive person values oneself and empathizes with others a girly person shows anger and becomes vengeful even if the assertive person brings politely an argument the aggressive person will take note of it and beside that I have to give back how to take revenge so always the assertive person feels that I lost and I should never lose it is like he feels that you won and I am losing but if the assertive person feel or ends up always in a kind of win-win situation the aggressive person it has to be been loose the passive is of the category loose being.

So I lose you win I have no problem but if the aggressive at the other end I should bring but you should lose thirty percent things I mean you should also be we should go for an amicable solution that favors both of us I will not give up my right but at the same time I will not disregard your right so it is a basic attitudinal difference these people try to show and again passive person in group discussions and all that or in situation where the passive person has to say something about himself or herself never speaks up.

Whereas the assertive person speaks up openly aggressive person interrupts and never lets other speak if the aggressive person will keep on interrupting passive person if at all speaks it will be stressed very low tone murmuring occasionally a 30-person uses a friendly tone later to load

North to low but quite audibly a grocery person shouts loudly in fact these are the ones people call us loud mount.

The passive one would always avoid eye contact either boss down or tries to glance some way or some their way the assertive person maintain eye contact and uses positive body language open forum gesture friendly handshake etc the aggressive one will always try to stare at people and starring in such a manner to bully them threaten them and intimidate them the path c1 slouches withdraws and always try to maintain a distance if everybody is sitting close together would like to sit somewhere in a remote corner or in the last row.

The assertive person relaxes adopts open stance and expressions the aggressive person shows very rigid and domineering gestures indeed personal space of others will come too close and try to show very dominating gestures so that it intimidates the other person overall the passive person feels alienated in groups please isolated fields that nobody is trying to relate to this person but if the assertive person participates actively in group feels that he is a fellow participant and he should contribute the aggressive person showing that he is trying to contribute showing that he is trying to participate we actually try to control the entire group the passive person nods and says yes despite disagreement assertive person agrees only if it is in conformity with own feelings.

Aggressive person demands forces others to agree with his views I see one feels inferior to others assertive one feels equal to others a grizzly want is superior to others passive hurts oneself in order to avoid hurting others assertive one ensures nobody is hurt aggressive one hurts others to avoid being hurt interms of the okay principal passive honest I am NOT okay but you are okay assertive I am okay and you okay aggressive one I am okay by ensuring you or not okay.

I will ensure that my okay is depends on you being not okay passive one never uses any strong words expressing desire assertive one never uses abusive words, never uses un-parliamentary words never use foul language aggressive words can be both verbally and physically abusive these are the people who are short tempered who get angry who would rather throw whatever is available in their hand on the other person who gets angry and slaps the other one kicks the other

one. So all aggressive behavior verbal as well as physical the passive ones are just afraid of others the assertive ones are always assured of their size and they are never afraid of others but as the aggressive person patterns others and feel insecure inside and as I said it's because of this insecurity actually the person tries to threaten others.

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Passive	Assertive	Aggressive
Marginal listeners	Active listeners	Poor listeners
Shows too much sympathy	Shows appropriate empathy	Shows sheer antipathy
Disconnects with others	Connects with others	Tries to overpower and control others
Complaints, blames or praises others	Neither complaints nor praises others	Sarcastic, critical, harsh and disrespectful to others
Let's people use him/her. Miserable without genuine friends.	Maintains good relationship with others	Makes many enemies
Overall feels helpless and alone	Knows how to help himself and let others help him/her	Forces others to serve him/her.

Now in terms of listening skills the passive ones are marginal listeners they are not fully interested in what is happening but they have been in there so they may not even fully take the input they may even misunderstand they may even feel negative towards what is being suggested without understanding the full import of it asserting ones are active listening they take note of what is being discussed.

And they do not interrupt they give time for the others to talk fully and then they raise their opinion whereas the aggressive ones are poor listeners in fact they do not listen at all they do not let others speak and they do not listen to others the passive ones in terms of feelings shows too much sympathy the assertive wants what show appropriate empathy whereas the aggressive ones shows sheer antipathy only hatred.

So no feeling of sharing something with a fellow human being it is all the time showing antagonism, negativity, hatred passive one disconnects with others assertive one connects with others aggressive one tries to overpower and control this the Passive one towards the end of any communication or meeting or conversation would end up being a compliant so complain about others blames or sometimes hides one feeling.

And excessively prices of this the assertive one would make a compliant nor complaint others the aggressive one can be sarcastic critical harsh and disrespectful of others the passive one they actually let people use them and they are miserable without genuine friends but if the assertive wants they try to maintain good relationship with others the aggressive person makes manifestation enemies and interestingly they also know good friends eventually.

Because sooner or later they will try even to dominate their good friend and be linearly even the good friends realize their aggressive behavior is never going to change so they follow eventually so only enemies stay with them for longer the passive one's overall would feel helpless and alone they keep complaining that nobody thinks of me nobody supports me I am all alone I am isolated in this department I am alienated in this office.

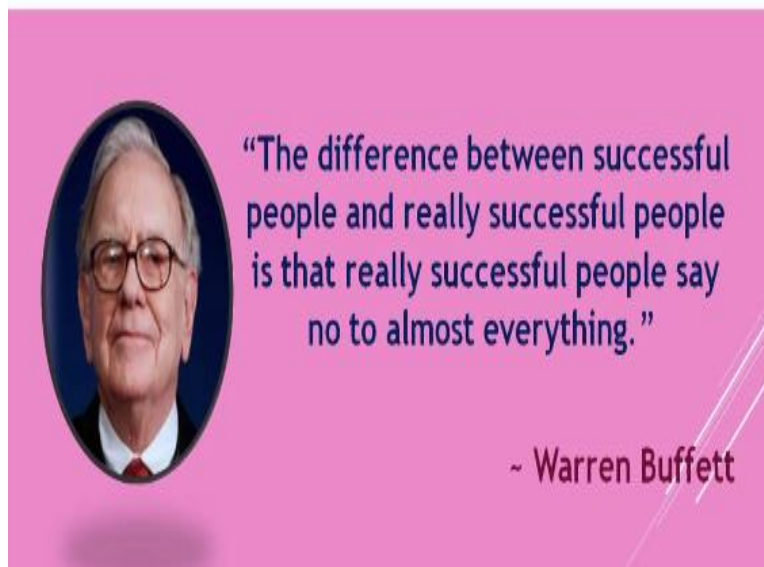
Nobody in this world understands me nobody in the family treats me finally so that is the path a person's overall feeling the assertive person knows how to hide himself or herself and let others help him or her the aggressive person forces others to serve him or her by threatening by dominating the aggressive person will overall ensure by bossing around by manipulating by cheating by just shouting would ensure that the others try to serve him.

Now this is the way I want you to look at these three categories of people and honestly just introspect look at the qualities once again see where you fit in are you passive or you assertive or are you aggressive another interesting thing that you might notice that even at the passive all the time you may be passive with your boss but you may be aggressive with your brother or sister okay somebody who is lower in position to you.

You may be assertive in certain other situations but what is needed is that you need to be assertive in all situations irrespective of the people around you whether they are superior to you or inferior to you or equal to you need to assert your rights all the time without hurting others now in the next one we will try to look at how you can actually assert without hurting others but before I conclude this one I want you to lead with two interesting coach related to assertion.

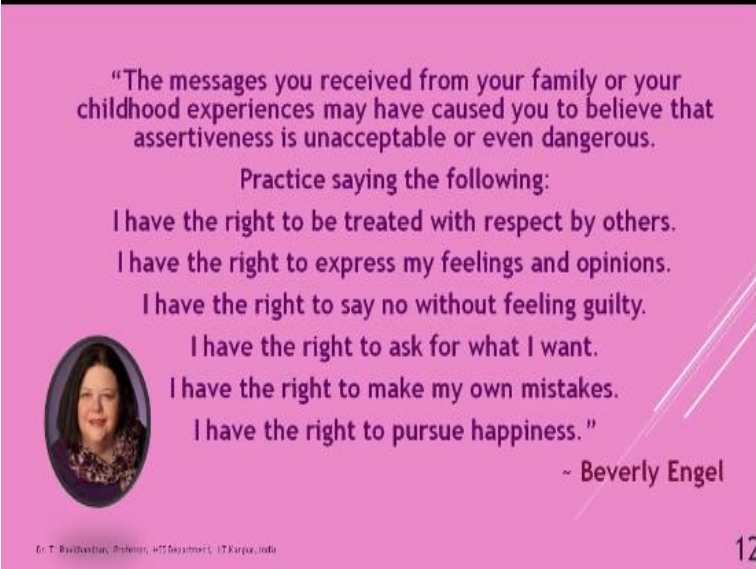
One is from Warren Buffett the famous financial expert he says the difference between successful people.

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And really successful people is that really successful people say no to almost everything implying the really successful people have the guts to say no to almost everything there assertive to almost everything they can say no and that is the key for the success two other quotations from Beverly angle from the book the nice girl syndrome.

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"The messages you received from your family or your childhood experiences may have caused you to believe that assertiveness is unacceptable or even dangerous.

Practice saying the following:

- I have the right to be treated with respect by others.
- I have the right to express my feelings and opinions.
- I have the right to say no without feeling guilty.
- I have the right to ask for what I want.
- I have the right to make my own mistakes.
- I have the right to pursue happiness."

~ Beverly Engel

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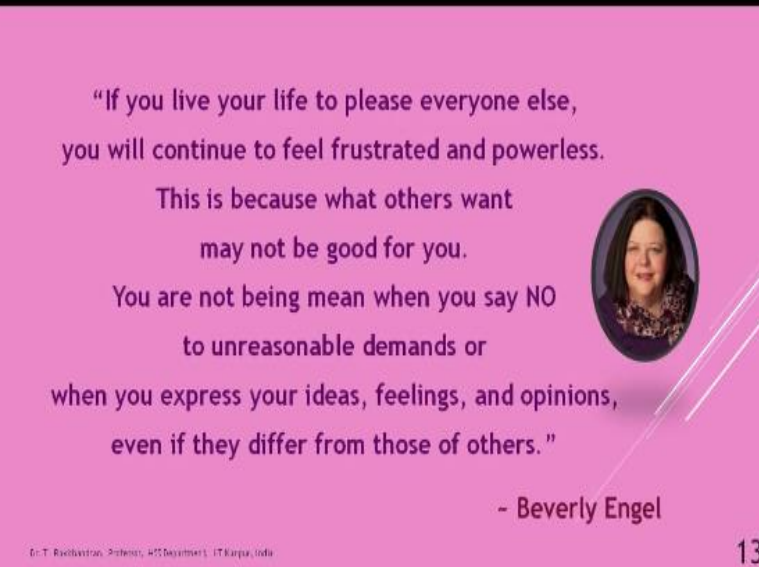
12

Stop being manipulated and abused and start standing up for yourself if another book that I have added for your musty books at the end of this lesson the first coat from this author generally ties how you have become non asserting, look at the quotation carefully the messages you receive from your family or your childhood experiences may have caused you to believe that assertiveness is unacceptable or even dangerous practice saying the following I have the right to be treated with respect by others.


I have the right to express my feelings and opinions I have the right to say no without feeling guilty there is something I want you to keep in your mind in your innermost mind deeply and tell yourself again and again I have the right to say no without feeling guilty I have the right to ask for what I want I have the right to make my own mistakes I have the right to pursue happiness how often we see people leaving a tragic life because they thought making a choice would make somebody else happy.

But there is somebody else if he is genuinely concerned about this person also feels so sad are they in really think that that person is neither happy and this person is so sorrowful so remorseful now the next quotation from the same author quote unquote.

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"If you live your life to please everyone else,
you will continue to feel frustrated and powerless.
This is because what others want
may not be good for you.
You are not being mean when you say NO
to unreasonable demands or
when you express your ideas, feelings, and opinions,
even if they differ from those of others."



- Beverly Engel


Dr. T. RaviSankar, Professor, HSSBachchan1, IIT Kharagpur, India

13

If you live your life to please everyone else you will continue to feel frustrated and powerless interesting if you live your life to please everyone else that is by saying yes all the time you will continue to feel frustrated and powerless this is because what others want may not be good for you are not being mean when you say no to unreasonable demands or when you express your ideas feelings and opinions even if they differ from those of others.

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MUST READ BOOKS . . .



Beverly Engel, *The Nice Girl Syndrome: Stop Being Manipulated and Abused— And Start Standing Up for Yourself*. Wiley & Sons, 2010.

Herbert Fensterheim & Jean L. Baer. *Don't Say Yes when You Want to Say No*. London: Dell, 1975

Stanley Phelps & Nancy Austin. *The Assertive You*. Mumbai: Jalco Publishing House, Reader's Digest commissioned special edition.

14

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Now get this note I leave you with this new book added under the must read book list and then I be sure that you start asserting yourself learn how to assert in all kinds of situations with all people and demand the happiness that is rightfully us and start learning pursuing the life of happiness by assertion and developing a very successful personality, wish you all the best and thank you so much for watching this video I will get back to you in the next one it more tips on asserting yourself, thanks again.

Acknowledgement

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