

Interpersonal Skills
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Lecture-30
Assertiveness - II

Hello friends, I am here once again to discuss assertiveness. In previous lecture of mine I tried to focus on aggressiveness and also assertiveness because whenever we talk of assertiveness the term aggressiveness does also come to our mind but there is a difference. And we should know the difference to be assertive in the right way in our professional world and in our personal life. If your style is aggressive you may come across a bully. You have to guard the needs, feelings and opinions of others.

You may appear self-righteous your superiors very aggressive people humiliate and intermediate others and may even be physically threatening. You think that being aggressive gets you what you want I were it comes at a cost. Aggression undercuts trust and mutual respect others may come to resent you, leading them to avoid or oppose. You now consider passive aggressive behaviour if you communicate in a passive aggressive manner. You may say yes when you want to say no.

You may be sarcastic or complaining about others behind their backs rather than confront and issue directly. You measure your anger and feelings to your actions or negative attitude. You may have developed a passive aggressive style because you are uncomfortable being direct about your needs and feelings. What are the drawbacks of passive aggressive communication style? Overtime passive aggressive behaviour damages relationship and under cuts mutual respect.

Thus making it difficult for you to get your goals and need met that is the danger when we talk of passive aggressive communication or follow it. The benefit of being assertive is usually viewed as a healthier communication . You need to improve your communication skills if you want to be assertive. Being assertive offers many benefits it helps you to keep people from walking all over you. It can also help you from steamrolling others

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- Behaving assertively can help you-
 - Gain self-confidence and self-esteem
 - Understand and recognize your feelings
 - Improve communication
 - Create win/win situations
 - Improve your decision making skills
 - Create honest relationships
 - Gain more job satisfaction



Behaving assertively can help you to gain self confidence and self-esteem, to understand and recognise your feelings and respect from others. Improve communication create win-win situations, improve your decision making skills, create honest relationship very important to maintain relationship in a workplace and in a professional life gain more job satisfaction. If you have satisfaction and a good relationship naturally all other factors will be good to you.

Learning to be more assertive can also help you effectively express your feelings when communicating with others about issues. People developed different styles of communication based on their life experiences. Your style maybe so ingrained that you are not even aware of what it is. People tend to stick to the same communication style over time but if you want to change your communication style you can learn to communicate in healthier and more effective ways. Sometime words are very, very powerful to give you a very positive kind of response.

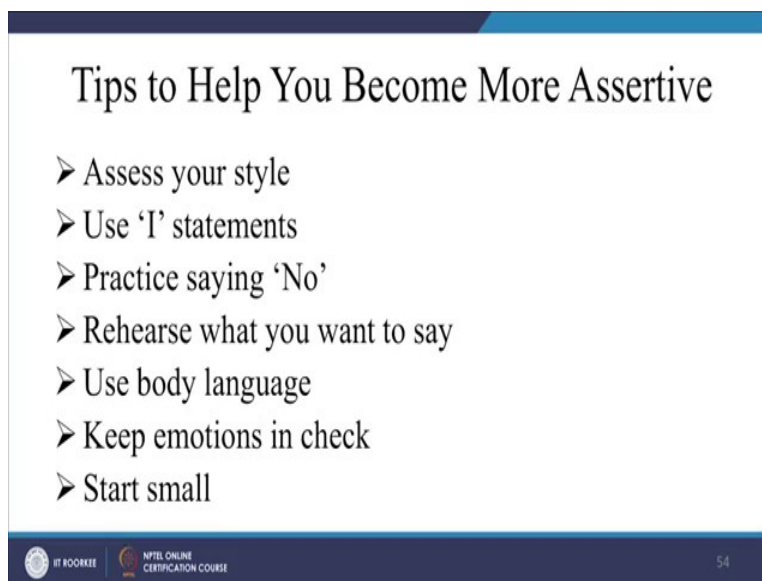
So, while making a sentence on speaking be careful what kind of word tone intonation you are using. Well if you want to be assertive in a very meaningful way, assess your style and yourself. Do you voice your opinion or remain silent, do you say yes to additional work even when your plate is full? Are you quick to judge or blame ? within second you say he is a good person and he is a bad person. this is not correct.

Do people seem to dread or fear, talking to you. Understand your style before you been making changes. Use I statements. using I statements let others know what you are thinking or feeling without sounding accusatory. For instance, say I disagree rather than you are wrong if you have a request say I would like you to help with this rather than you need to do. See the magic of language see the politeness you may have to be assertive.

Keep your request simple and specific saying 'no' is very important and all through your life it will help you if you have a hard time turning down request try saying 'no'. I cannot do that now do not hesitate. Dare it if an explanation is appropriate keep it brief. No need to give explanation and explanation no clarification. If you are honest rehearse what you want to say if it is challenging to say whether you want or think practice typical scenarios you encounter.

Say what you want to say out loud It may help to ride it out first two so you can practice from a script. consider role playing with a friend or a colleague and ask for blunt feedback.

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Tips to Help You Become More Assertive

- Assess your style
- Use 'I' statements
- Practice saying 'No'
- Rehearse what you want to say
- Use body language
- Keep emotions in check
- Start small

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Use body language; we all know that non verbal clues are very important and in communication it is 65% of non verbal clues that matter. So use body language communication is not just verbal .Act confident even if you are not feeling it. Keep an upright posture but lean forward a bit make regular eye contact. maintain a neutral or positive facial expression. Do not cross your

arms or legs like that. it shows you are uncomfortable a little bit unnecessary is showing your attitude.

Practice assertive body language in front of a mirror or with a friend or colleague, keep emotions in check. Conflict is hard for most people. You get angry or frustrated or maybe you feel like crying although these feelings are normal they can get in the way of resolve conflict. If you feel too emotional going into a situation wait a bit if possible. Then work on remaining calm breathe slowly keep your voice even and firm start small. First your know skills situations that are low risk for instance try out your assertiveness on partner or friend before tackling a difficult situation at work this a kind of rehearsal.

Difficult situation at work, evaluate yourself after work and took your approach as necessary like a teller you can cut your approach which is the appropriate one with always saying yes. I can poison your relationship and worse it may cause you internal conflict because your needs and those of your family always come second. It also demonstrates that you are aware of the rights of others and are willing to work on resolving conflicts.

When you need help being assertive remember learning to be assertive takes time and practice. It is not oneday wonder and one day charisma. If you have spent years silencing yourself becoming more assertive probably it does not happen overnight or if anger leads to be too aggressive you may need to learn some anger management technique this is all very important. Emotional intelligence is also very important when we talk of interpersonal skill.

If despite your best effort you are not making progress towards becoming more assertive consider formal assertiveness training and if certain issues such as anger, stress and anxiety and fear are getting in your way consider talking with the mental health provider. The payoff will be worth it you need to consult some psychologist also to get some remedy. By becoming more assertive you can begin to express your true feelings and needs more easily.

You may even find that you get more of what you want as a result. Why some people are not assertive? Why are some people feel confused? Many factors may contribute, stresses one. The

fight or flight response is an evolutionary adaptation that pool search to what aggression or avoidance and away from calm relax assertiveness. The person's belief system also plays a role well I have already delivered a talk on neuro linguistic programming in which I discuss believe system in detail which is very important.

According to the great psychologist Patterson, this assertive subitizing is chances include being nice means going along with others or it does not matter if I am assertive no one will pay attention anyway or you will leave me that is why it is so important to become aware of these beliefs. This way you can examine them clearly and rationally and decide what to do that is very important. People with low self-esteem may feel inadequate and have a hard time finding their voice.

Other might fear conflict losing a relationship criticism or rejection. It is a skill that takes you a logical, rigorous practice. it may always be easier for you to swallow your feelings is cream at someone or give them the silent treatment but assertiveness is a better strategy. It works because it respects you and other. Well you would not try to a scale mountain before reading a manual practicing on a rock wall and moving on to bigger peaks going in un prepared gesture you are for failure.

Well trying to be assertive in Miley 10 situation such as requesting to be seated at a different spot at a restaurant. Then gently work up to tough situations such as talking to your spouse about infidelity issues etc. Learning to say no may help you in several ways. people worry that saying no is selfish. it is not rather setting healthy limit is important to having healthy relationship.

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- Insight into building better boundaries and maintaining them
- Name your limits
- Tune into your feelings
- Be direct
- Give yourself permission
- Consider your past and present
- Make self-care a priority
- Seek support
- Express your needs and feelings



There are boundaries you know to limit yourself which I want to share with you. Boundaries are essential to healthy relationship and really a healthy life setting and sustaining boundary is a skill unfortunately it is a skill that many of us do not learn we take it very casually. Having healthy boundaries means knowing and understanding what your limits are. So, insight into building better boundaries and maintaining them your limitations with you and with others name your limits you cannot set good boundaries if you are unsure of where you stand.

So, identify your physical emotional, mental and spiritual limits considered what you can tolerate and accept and what makes you feel uncomfortable or stressed. Those feelings help us to identify what our limits are. Tune into your feelings. Well the famous psychologist from US, Junta has observed to key feelings in others that are red flag so accuse that we are letting go of our boundaries discomfort and resentment.

She suggested thinking of these feelings on the continent from 1 to 10, 6 to 10 is in the higher zone. If you are at the higher end of this continuum during and interaction or in a situation she suggested of in yourself what is causing that? What is it about this interaction or the persons' expectation that is bothering me? Resentment usually comes from being taken advantage of or not appreciated. It is often assigned that we are pushing a self beyond our own limits because we feel guilty and want to be a good daughter, a wife, employee.

For instance, or someone else is imposing their expectations views values on us. when someone acts in a way that makes you feel uncomfortable that is a que to ask that may be violating or crossing a boundary beaded with some people maintaining healthy boundaries does not require a direct and clear cut dialogue. Usually this is the case if people are similar in their communication style, views, personalities and general approach to life.

With others such as those who have a different personality or cultural background you will need to be more direct about your boundaries. Considered this one person feels that challenging someone's opinion is a healthy way of communicating. But to another person this field disrespectful and tense there are other times you might need to be direct for instance in a romantic relationship time can become a boundary issue.

Partners might need to talk about how much time they need to maintain in their sense of self and how much time to spend together. Give yourself permission. Fear, guilt and self doubts are big potential pitfalls. We might fear the other persons' response if we set and force our boundaries. WE might feel guilty by speaking up for saying no to a family member. Many believe that they should be able to cope with the situation or say yes because they are good daughter or son.

Even though they feel drained or taken advantage of, we might wonder if we even deserve to have boundaries in the first place. Boundaries are not just a sign of a healthy relationship they are a sign of self respect. So, give yourself the permission to set boundaries and work to preserve them. Practice self awareness again boundaries are all about honing on your feelings and honouring them.

If you know this, yourself sleeping and not sustaining your boundaries well, you may ask yourself what is changed considered it what I am doing or what is the other person doing or what is the situation eliciting that making me resentful or distressed. Then the lower your options what am I going to do about the situation? What do I have control over? Consider your past and present. How you were raised along with your role in a family can become additional of struggles in setting and preserving boundaries.

If you have the role of caretaker you learn to focus on others letting yourself be drained emotionally or physically. It is really very challenging ignoring you are only my tab becoming the norm for you. Also think about the people you surround yourself with. Are the relationships reciprocal. Is there a healthy give and take. Beyond relationships your environment might be a healthy too.

For instance, if your work day is 8 hours a day but your coworkers stay at least 10 to 11, there is an implicit expectation to go above and beyond at work. It can be challenging being the only one or one of a few try to maintain healthy boundaries. Again this is where the tuning into your feelings and needs and honoring them becoming critical. Make self priority; well the great psychologist Yanda Hel claims, make selfcare a priority which also involves giving yourself permission to put yourself first.

Self care also means recognizing the importance of your feelings and honouring them. These feelings serve as important clues about our wellbeing and about what makes us happy and unhappy. Putting yourself first also gives you the energy peace of mind and positive outlook to be more present with others and be there for them. And when we are in a better place we can be a better person better wife mother husband co-worker or friend, seeks support.

If you are having a hard time with boundaries seek some support whether that is a support group search counseling, coaching, good friends with friends or family you can even make it a priority with each other to practice setting boundaries together hold each other accountable. Of course we know that it is not enough to create boundaries we actually have to follow through even though we know intellectually that people are not mind readers. we will expect others to know what hurts.

Since they do not it is important to assertively communicate with the other person when they have crossed a boundary. In a respectful way let the other person know what in particular is bothersome to you and that can work together to address it. Like any new skill assertively communicating your boundaries takes practice. Well, how that built upon your success you know

if you make your boundaries carefully and build upon your success and at first try not to take on something that feels overwhelming.

Setting boundaries takes courage, practice and support and remember that it is a skill you can master. Let go of guilt being assertive can be tough especially if you have been passive or a people pleaser most of your life. The first few times it can feel unnerving but remember that being assertive is vital to your well being assertive behaviour that involves advocating for oneself in a way that is respectful of others, is not wrong.

It is healthy self care. deep breathing also helps with your worries and anxiety within what you need peace is tranquility and breathe out feelings of guilt anxiety or shame and if you still feel uncomfortable put yourself in a compassionate parent or best friend shoes. Sometimes it is easier to think about it speaking up for somebody else who we love then it is for ourselves. Express your needs and feelings do not assume that someone will automatically know what you need.

You have to tell them again be specifically honest respectful. Take the example of ordering food at restaurant you never just ordered a sandwich instead you request to have raw veg with slice of cheddar cheese and tomatoes. If you are worried of upsetting someone used my statement which usually make people less defensive. Focus on the real issue not the little one.

In other words, are you really mad that the toilet seat was up or that you were up with the baby 5 times the night before. If it is the baby and it likely is be clear and specific I am upset that I was up with the baby 5 times last night and need for you to get up at least twice at night. while these are the points that will give you the real life experience even in personal life with husband and wife as I am just giving example that if I wake 5 times why not you?

So, how to check yourself to be assertive and very clear, logical and righteous in the life that you have to decide. Do not overexert on the petty things, trivial issues. There are issues in life which need some attention. So, with giving priority to your need and the need of the situation is important and it is you who has to decide. Well friends with these words I just want to wrap up the discussion over assertiveness.

This aspect is as important as any other aspect and for that you need to improve communication skills that will give you confidence. I am sure that this talk of mine will help you in a very big way to deal with the situation at workplace as well as in personal life have faith in yourself confidence, develop confidence and I am sure you will be a successful person, good bye see you next time with new topic thank you very much.