



ASSERTIVENESS SERIES

Just to be Clear

9 WAYS TO BECOME MORE ASSERTIVE

WELCOME

Assertiveness is an important skill that can greatly reduce the amount of conflict in your life if used appropriately.

Assertive people tend to see that their own needs are met in a timely fashion and therefore are healthier individuals with much less stress in their lives.

On the opposite end of the spectrum, passive people see themselves as victims and may become resentful and angry until one day they explode.



Many people confuse assertiveness with aggression. There isn't anything wrong or aggressive about open and honest communication when done appropriately. You're merely clarifying your needs to another person.

To help you avoid piling up resentments, I've compiled some techniques you can use to become a more assertive person.

Stevie Greenwood

9 WAYS TO HELP YOU

Become More Assertive

01 Stick with the facts.

When confronting someone about a problem, instead of exaggerating the situation by saying “You ALWAYS (or NEVER) _____” simply state the facts of the current situation.

For example, if a person is habitually late, instead of telling them they’re always late, mention what time they arrived and what time they had agreed to be there. The discrepancy will speak for itself.

02 Begin with “I” instead of “You.”

When you start a confrontation with “you,” it seems like an attack and usually puts the other individual on the defensive. Starting with the word “I” brings the focus to you – how their behavior has affected you and how you are feeling.

Rather than criticise the other person, show the people in your life how their actions affect you.



03 Maintain a confident posture.

Letting others see your confidence helps you to assert yourself.

- Stand up straight
- Look people in the eye
- Stay relaxed
- Speak clearly
- Respect the other individual's personal space

Think of two people: one who is slouched over and afraid to look at your face and the other who is standing tall and commanding respect. Which one would you respect?



04 Use a firm pleasant tone of voice.

Being assertive doesn't mean raising your voice or getting emotional. Keep your responses short and direct. There's no need to make excuses or justify your response.

Yelling only instigates more anger and possibly even violence. Speak your mind calmly to keep everyone calm.

05 Don't assume that you already know the other individual's motives.

You may be surprised to find they aren't the heinous person you thought they were!

Just as you can't judge a book by its cover, you might not know all the details of what's happening in the life or mind of the other person.



06 Listen and then ask questions.

Instead of concentrating on how right you are, remember to listen to the other person's point of view.

Try to understand where the other person is coming from and ask questions to clarify any concerns you might have.

07 Compromise.

You may need to compromise to find a solution that meets the needs of everyone involved.

The best solution is when both parties are satisfied with the outcome.

08 Evaluate.

Every situation is different, so you'll need to assess the circumstances to determine how much assertiveness is appropriate.

09 Acknowledge your successes.

Being assertive may not go well in every situation, but you can always learn from your mistakes and do something differently next time.

Acknowledging your success brings you the confidence to continue asserting yourself.

You may occasionally feel guilty about asserting yourself because it can feel selfish to speak up about your own needs. Just remember that you too deserve to be treated with respect.

Only you can teach people how to treat you.

Only you can do the best job of taking care of yourself.

ASSERTIVENESS SERIES

Your Checklist

A checklist is a great way to ensure you don't forget anything. Enhancing your assertiveness can be helped by the review and use of a checklist. Applying these critical items each day will ensure rapid progress.

- **Non-Verbal Communication.** Are you maintaining an appropriate level of eye contact and standing up straight while communicating?
- **Give Your Opinion.** When asked for your opinion, are you providing it in an accurate, open, and polite way?
- **Make Requests of Others.** Are you making reasonable and regular requests of others to help meet your needs?
- **Say "No."** Are you directly and unapologetically saying no to requests that are either unreasonable or outside your capacity to complete them?
- **Accept Compliments and Positive Feedback.** Are you accepting positive feedback graciously without the need to provide anything in return?
- **Give Positive Feedback.** Are you able to give sincere compliments without the expectation of benefiting from your efforts?
- **Accept Negative Feedback.** When receiving negative feedback, are you listening intently and clarifying any confusion? Are you willing to admit to the parts of the criticism that are accurate?
- **Give Constructive Feedback.** Are you able to confidently and respectfully provide constructive criticism that benefits others?

A few simple tips are enough to enhance your ability to communicate much more assertively. Regular attention to these aspects of assertive communication will ensure that you achieve consistent progress.

ASSERTIVENESS SERIES

Affirmation Reflections

MY ASSERTIVE ATTITUDE OPENS DOORS FOR ME.

- 01 Opportunities are appearing right before my eyes, even in the least likely places. Doors are opening for me to realise the dreams I have dared to imagine. I am taking steps of faith, confidently knowing that I have what it takes to make things happen.
- 02 While others look for reasons why something can't happen, I try different solutions until I find one that works. I refuse to take "no" for an answer when there are alternatives left to be explored. My assertive attitude shines brightly even in the midst of negativity and discouragement.
- 03 People love to have me on their team because I bring a fresh perspective to situations that seem to have hit a dead end. In my eyes, walls exist only to help me exercise by climbing over them. These challenges bring me excitement and joy.
- 04 I rid myself of fear because it can lead to stagnation through inaction. Instead, I arm myself with the courage to explore something new. I cultivate confidence that things will work out in my favour.
- 05 I walk into situations believing I am the one who can make a difference. I carry myself as one who understands my purpose, value, and responsibility. Because I radiate this mindset, others believe in my talents as well.
- 06 Today, I choose to walk with my head held high because I know I am valuable. By accepting my own worth, I enable those around me to see it as well and this opens many doors of opportunity for me.

Self-Reflection Questions:

1. What do I have to offer?
2. Why should others get to know me?
3. How can I use my assertiveness to benefit my current circumstances?

JUST TO BE CLEAR!

This e-book is part of the Assertiveness Series - Just to be Clear.

Please keep an eye out for more interesting articles, guides and checklists that can help you get more of what you want in work and life.

[CLICK HERE TO GET TO THE WEBSITE](#)



COMING SOON

How to Sell

When You're Not In Sales!

Sign up for this one day course and learn how to master the key sales skills and turn a 'no, thanks' into a 'yes, please.'

[CLICK HERE TO LEARN MORE](#)



Thank you for being part of what I love doing.

As always, I hope you enjoy picking up what I'm putting down.

if you enjoyed this read, it would be great if you could share it with one person that you think would benefit from it.

Stevie Greenwood

✉ stevie@articulatent.com

🌐 www.articulatent.com

☎ 0428 220 980

