



ASSERTIVENESS FOR THE UNASSERTIVE

A Single 60-minute Webinar

What do you think of when you think of being assertive?

Let's review some terms (definitions from merriam-webster.com and google dictionary):

- **passive:** accepting or allowing what happens or what others do, without active response or resistance; tending not to take an active or dominant part
- **aggressive:** marked by combative readiness; ready or likely to attack or confront; characterized by or resulting from aggression
- **passive aggressive:** being, marked by, or displaying behavior characterized by the expression of negative feelings, resentment, and aggression in an unassertive passive way (as through procrastination and stubbornness); of or denoting a type of behavior or personality characterized by indirect resistance to the demands of others and an avoidance of direct confrontation, as in procrastinating, pouting, or misplacing important materials
- **assertive:** disposed to or characterized by bold or confident statements and behavior; having or showing a confident and forceful personality

In what kinds of situations (or with what kinds of people) do you need to improve your own assertiveness?

What do you think is behind your inability to be assertive in certain situations?

What might be the benefits of improving your assertiveness?

In which areas does your “unassertiveness” show up?

- I am good-natured and willing to help, which sometimes results in others taking advantage of me.
- I am afraid to take a controversial stand on almost everything.
- I don't question my medical providers about the decisions they make regarding my health and/or treatment; they are the experts.
- I have trouble saying, “I don't know,” feeling that it may indicate that my worth is “less than.”
- If my performance review indicates something I don't agree with, I don't say anything.
- I am who I am. People know I will say what I think, even if I know it may hurt feelings or irritate others.
- I usually just agree with others, even when I really disagree, just so there are no bad feelings.
- I hesitate to speak up in meetings when I know I am the only one who has a certain opinion.
- I answer people when they ask nosy questions because I don't know how not to answer them.
- I often feel that any correction from others is criticism, not constructive feedback.
- I don't send food back or question the server about missing items. It's no big deal.
- If I have to say no to a request for my time or money (which I seldom do) I will find, make up, or create an excuse for why I can't do what they ask.
- I don't question library policies, even if I can see they are no longer working in the way they were intended.
- When I am a customer, I don't question/correct the person waiting on me, even if it may cost me money/time.

TIPS TO IMPROVE YOUR ASSERTIVENESS

1. _____.
2. Recognize that any behavioral changes require a willingness to practice _____
_____.
3. Listen to _____, not _____.
4. Know that sometimes, you'll need to _____.
5. Be willing to be _____.
6. Practice _____.
7. In conflict, take a _____ approach.
8. Practice _____.
9. Strengthen your _____ strategies.
10. Be aware of your _____ and _____.
11. Understand that being _____ is not always assertiveness.
12. Learn to present your thoughts and ideas _____.

13. Do not _____ or _____.
14. Learn to say _____.
15. Accept and capitalize on the idea that assertiveness is _____.
16. Know what you want _____.
17. Don't be in the habit of _____.
18. Find ways to _____.
19. Expect a _____.
20. You will need to be _____ to become more assertive.
21. _____ yourself.
22. If it will help your mindset, _____ what you will say.
23. Take _____ for your own feelings.
24. Assertiveness in person requires _____.
25. Don't _____ thinking that is being assertive.
26. Practice differentiating the _____ from the _____.
27. Assertiveness is about feeling free to express _____.
28. Assertiveness is not about eliminating _____.
29. One aspect of assertiveness for you may be knowing how to _____.
30. Assertiveness does not equal being _____.
31. Whatever is at the root of your unassertiveness, know that you are _____.

One thing I will do to develop my assertiveness: _____

One way I will know I am growing in assertiveness: _____

Brendon Burchard – “If the people all around you don't know your real thoughts, feelings, joys, desires, struggles, needs, and ambitions, then that's on you.”