

LEARN TO COMMUNICATE ASSERTIVELY AT WORK



Healthy communication plays an important part in making your workplace not only effective but also a pleasant place to be. Being a good communicator can assist you in building trust, help to solve differences, and create an environment of respect that promotes problem-solving and builds relationships. In other words, it's important to communicate in ways that clearly assert your needs and wants while still considering the rights and needs of others.

Webinar Discussion: Say What You Mean the Right Way.

Date Available: June 16, 2020

Topic: Have you ever been misunderstood? In this session, we will identify barriers to clear communication as well as discuss how to apply tips for effective communication and dealing with difficult conflict.

What is assertive communication?

Being assertive means expressing your thoughts, opinions, feelings, attitudes, and rights in an open and honest way. When you're assertive, you stand up for yourself, while still respecting others. At work, assertiveness involves balancing getting what you need with being respectful of the needs and rights of your coworkers, subordinates, and supervisors. There are three styles of communication that people use: **passive, assertive, and aggressive.**

Passive

- Tends to give in to other people's wishes while forgetting their own needs and wants
- Has a difficult time saying no to people
- Has a hard time making decisions
- Has a hard time maintaining eye contact
- Avoids confrontation at all costs (e.g., not speaking up when a coworker pronounces their name wrong)

Aggressive

- Tends to be concerned only for their needs at the expense of others' needs
- Has a tendency to lose their temper
- May make decisions for other people
- May shout or use bully techniques to get their way
- May openly criticize or find fault with others' ideas, opinions, or behaviors
- Uses confrontation to get what they want

Assertive

- Concerned with both their needs and other people's needs
- Able to respond in a respectful manner when there is a disagreement
- Able to ask for help
- Confident and able to make decisions
- Able to appropriately say no to people/places/things they do not want
- Responsible for their own feelings/behaviors/thoughts

Keys to Assertive Communication

- Be aware of your body language.
- Make direct eye contact, but soften your eyes so you're not challenging.
- Speak clearly and calmly.
- Keep your tone of voice even and normal while also being sure not to raise the volume of your voice.
- Keep your physical stance open; uncross arms and legs.
- Use "I statements" to address the issue so that the focus is on your need, "I can't meet that deadline but would like to help you reach your goal."



To read more on this topic, sign into the website and search "Communication".

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