

# Developing Assertiveness Skills

An interview between psychologists  
Eve Ash & Peter Quarry

---

We all need to know how to be assertive – in all aspects of our life. But many people feel overwhelmed or stressed when faced with a particular person or situation. Learn practical skills you can use to communicate assertively - both in and out of the workplace.

## **We all have rights**

- To have an opinion
- To express an opinion
- To ask for something
- To say 'no' to something

## **Types of Communication**

- Aggressive Communication
  - does not respect the other person's rights
  - angry
- Non-assertive Communication
  - does not respect one's own rights
  - loss of self esteem
- Assertive Communication
  - respects own and other person's rights
  - ideal in both professional and personal life

## **Example 1**

### **A Friend Wants To Borrow Something**

- Recognise your own rights
  - feel confident about your right to say 'no'
- Don't feel guilty
  - say 'no' without using an excuse
- Practise not giving an excuse
  - excuses can lead to you being manipulated

## **Example 2**

### **Your Boss Overloads You**

- Use 'empathic assertion'
  - accept / acknowledge other person's right to make the request
  - express own view
- Use 'working compromise' assertion
  - find realistic 'deal'

---

#### **Training Point.Net in Australia**

316 Johnston St, Abbotsford  
Melbourne, Victoria, 3067  
Phone: 1800 141 510  
Fax: 1800 146 513

Email: [info@trainingpoint.net](mailto:info@trainingpoint.net)

---

#### **Training Point.Net in New Zealand**

3B Olive Rd, Penrose  
Auckland  
Phone: 0800 872 464  
Fax: 0800 329 178

Email: [info@trainingpoint.net](mailto:info@trainingpoint.net)

# Developing Assertiveness Skills

An interview between psychologists  
Eve Ash & Peter Quarry

---

## Example 3

### You Are Under-Confident In Meetings

- Find your special edge – eg previous experience
- Use attention grabber - eg hand up
- Start with simple contributions – eg about facts

## Example 4

### A Customer Is Attacking You Personally

- Manage your own emotions - count to 10, calm voice, breathe slowly ...
- Don't take it personally - focus on task
- Use 'broken record' assertion - same statement repeated calmly

### Tips on Developing Assertiveness

- Learning to be assertive takes time
- Developing assertiveness will bolster your self-esteem which will help you develop further
- Find a 'change buddy'
- Ask for feedback
- Look for indicators / signs of need to change – stressed, angry, depressed

---

#### Training Point.Net in Australia

316 Johnston St, Abbotsford  
Melbourne, Victoria, 3067  
Phone: 1800 141 510  
Fax: 1800 146 513

Email: [info@trainingpoint.net](mailto:info@trainingpoint.net)

---

#### Training Point.Net in New Zealand

3B Olive Rd, Penrose  
Auckland  
Phone: 0800 872 464  
Fax: 0800 329 178

Email: [info@trainingpoint.net](mailto:info@trainingpoint.net)