

# ENHANCING SOFT SKILLS AND PERSONALITY

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**Assertiveness-1:  
Don't Say "Yes" to  
Make Others Happy!**

Lesson  
10

Week 2

Unit 5



Passive



Assertive



Aggressive

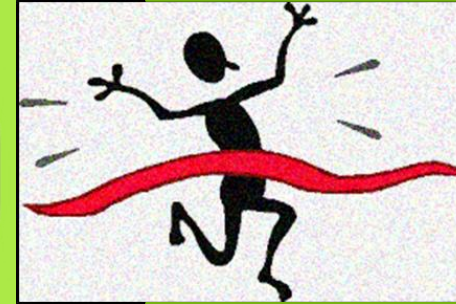


# Highlights

## OF THE LAST LESSON



- ☐ Dealt with various aspects of overcoming procrastination.
- ☐ 1. Break it into pieces (eat the elephant bite by bite)
- ☐ 2. Do the difficult first (eat that frog/veggie)
- ☐ 3. Use *Kaizen* principle
- ☐ 4. Create a positive environment to work
- ☐ 5. Set goals that you want
- ☐ 6. Find out why you want that goal
- ☐ 7. Declare your goal
- ☐ 8. Maintain records of accomplished goals
- ☐ 9. Turn difficult tasks into games
- ☐ 10. Treat yourself
- ☐ 11. Procrastinate positively
- ☐ 12. Above all, just do it!
- ☐ 13. And if you start something, finish it! (Remember: Zeigarnik Effect!)





# HAVE YOU EVER SAID “YES” WHEN YOU REALLY WANTED TO SAY “NO”?



- ✓ Said “Yes” to a vanilla flavoured ice-cream when you actually wanted a mango flavour?
- ✓ Said “Yes” to an ice-cream when you actually wanted a hot cup of coffee?
- ✓ Said “Yes” to the man or the woman of others’ choice when you actually wanted to marry someone else?



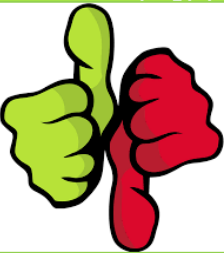




# HAVE YOU EVER SAID “YES” WHEN YOU REALLY WANTED TO SAY “NO”?



- ✓ Said “Yes” to an engineering course when you really wanted to pursue a career in Fine Arts?
- ✓ Said “Yes” to a job because all others think it’s good for you!
- ✓ Said “Yes” to signing a petition because your colleagues wanted you to do so?
- ✓ Said “Yes” to a protest because all your friends are participating in it?



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# CHOICE OR COMPLIANCE?



- From choosing an ice-cream to marrying the wrong person, why do many people say “yes” when they should have actually said “no”?
- They believe that it is easy to do what others expect them to do because living a life of their own is difficult.
- They believe that making decisions based on others’ opinion keeps them in a comfort zone.
- But, in fact, they put themselves in a “compliant zone” risking failure, causing them stress and depression (Andy Molinsky, *TOI*).

*[Compliance: A disposition or tendency to yield to the will of others]*

# HOW DO WE FALL INTO THE COMPLIANCE TRAP?

Andy Molinsky: “You’ve learned to behave in ways that you were expected to behave, perhaps by your parents, or your extended family, or your culture. Over time, through repetition, and by dutifully fulfilling others’ expectations, you internalise these behaviours as your own, even if they don’t actually reflect who you are” (TOI).



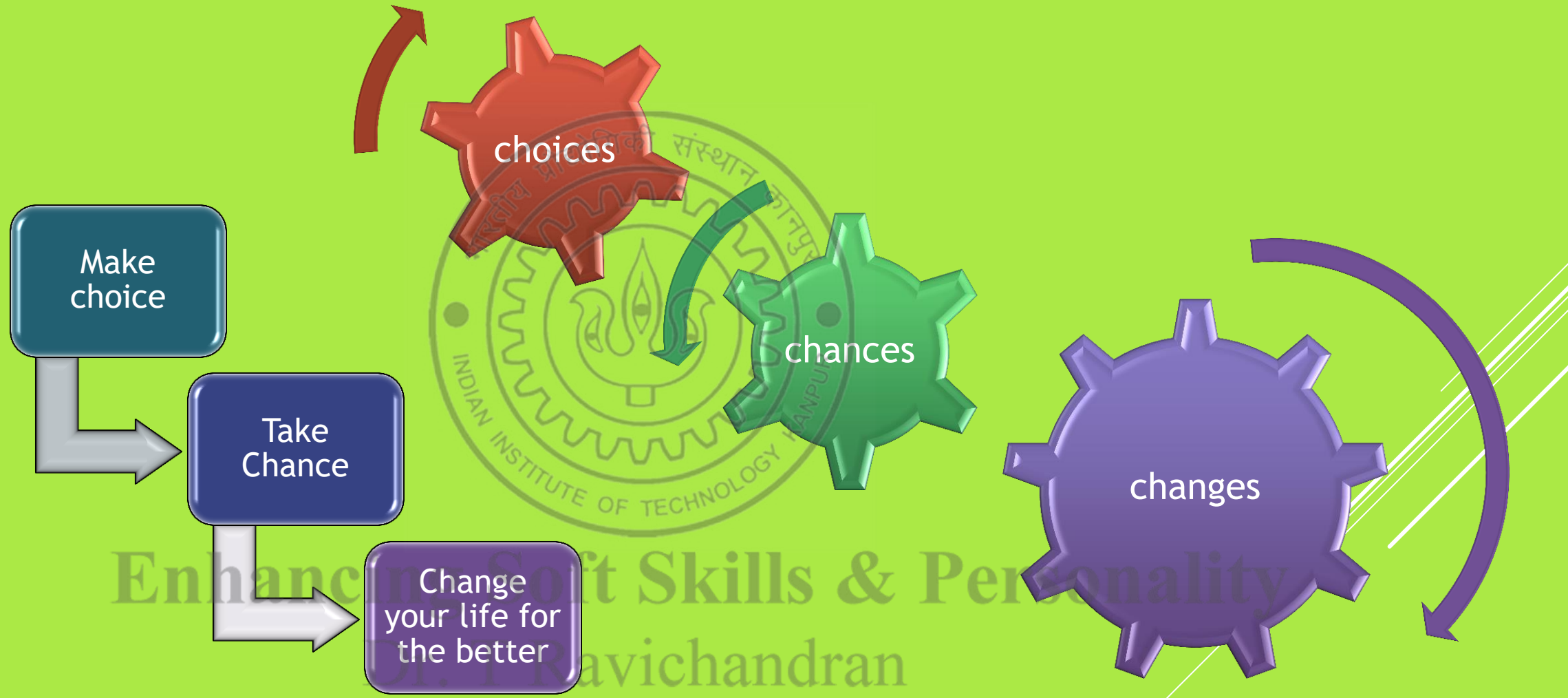
*We fall into the Compliance Trap thinking that “the known devil is better than an unknown angel.”*

*But, happiness in life depends on your ability to risk meeting that “unknown angel”!*





# 3 C's OF LIFE



# HOW TO MAKE YOUR OWN CHOICE?

First, don't say YES, when you want to say NO!

*You say YES because—*

*You don't want to hurt others.*

*You want to make others happy.*

*You want to show that you care for others more than yourself.*

*You want others to feel pleased in your company.*

*You want to show others that you are obedient & respectful.*





# CHOOSE GROWTH



*In any given moment, we have two options:  
to step forward into growth,  
or to step back into safety.*

*Growth must be chosen again and again;  
fear must be overcome again and again.*

*~Abraham Maslow*



# BE ASSERTIVE!



Stanlee Phelps & Nancy Austin, *The Assertive You*:  
“Assertiveness is the ability to express yourself  
and your rights without violating the rights of  
others” (3).

It is your ability to say “no” when you want to  
say “no” and say “yes” when you want to say  
“yes”— not the other way round!

**Exercise: In three different situations practice  
assertiveness and observe how you feel about  
you! Take note of your comfort or discomfort.**

# THE ROAD NOT TAKEN

*Two roads diverged in a wood, and I—  
I took the one less traveled by,  
And that has made all the difference.*



*~Robert Frost*



# MUST READ BOOKS . . .



Herbert Fensterheim & Jean L. Baer. *Don't Say Yes when You Want to Say No*. London: Dell, 1975

Stanlee Phelps & Nancy Austin. *The Assertive You*. Mumbai: Jaico Publishing House. *Reader's Digest* commissioned special edition.

***"Why You Should Not Live By Others' Rules."*** <https://www.pressreader.com/india/the-times-of-india-new-delhi-edition/20170129/282604557568159>.