

ENHANCING SOFT SKILLS AND PERSONALITY

T. Ravichandran

**Assertiveness-3:
How to Say "No"?**

**Lesson
12**

Week 3

Unit 2





Highlights

OF THE LAST LESSON



Passive



Assertive



Aggressive

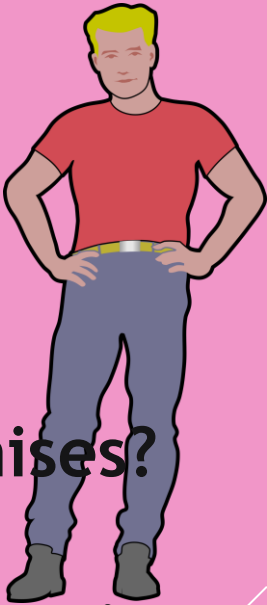


- ❑ Discussed in detail the basic types of people: Passive, Assertive & Aggressive.
- ❑ Passive People: In-active/Non-assertive & In-direct types
- ❑ Passive don't state their opinion and allow people to dominate/threaten them.
- ❑ Passive-In-direct types are less effective and negative. Hurt and anxious inside.
- ❑ Afraid of others, feel inferior and indulge in self-pity. MOTTO: I lose, you win!
- ❑ Assertive People: They are calm, confident & self-respectful and express their rights without affecting the rights of others. They are direct, open, honest communicators and active listeners. They are self-assured and not afraid of others. Feel equal to others. They show empathy. MOTTO: I win, you win!
- ❑ Aggressive People: They are self-centred and demand for their rights forcefully and get what they want by violating others' rights. Being poor listeners, they interrupt frequently. They humiliate others and get angry easily. They feel superior, self-righteous, and threaten others but feel insecure inside. They show antipathy. MOTTO: I win, you lose!
- ✓ Successful people have the ability to say "no" to almost everything (Warren Buffet).
- ✓ To overcome the self-limiting belief that assertiveness is dangerous, practice saying affirmations related to your rights.

HOW TO BECOME ASSERTIVE?

A passive/aggressive one cannot change overnight and become an assertive one. It needs constant practice.

- ✓ **Start with a reality checking:** In important relationships, identify who is dominating/controlling? On what occasions? Who compromises? (Boss, spouse, partner, colleague, friend, neighbour, stranger)
- ✓ **Change your attitude:** First change your self-debilitating thoughts as:
* I am afraid of risk taking. * I am helpless and alone. * I am a good follower. * I don't want to appear selfish.
Your anxious thoughts will contribute to your non-assertive behaviour. Only by acting independently, you will be able to confront your fear and develop assertive behaviour.
- ✓ **Distinguish assertive from aggressive behaviour:** Remember: Assertiveness is not polite or sophisticated form of aggression. It is a positive inner quality that ensures positive consequences: always resulting in a win-win situation!



HOW TO BECOME ASSERTIVE? ...



- ✓ **Avoid people who discourage you to become assertive:** Conversely, stick to people who appreciate your efforts to become assertive.
- ✓ **Remove self-doubts:** As you grow in the assertive process, don't doubt yourself at any stage. Be sensitive and clear about your need to be assertive and focus on it.
- ✓ **Follow Stanlee and Nancy's 10 Commandments:** The authors give strong principles to ward off barriers to your inner journey.



STANLEE AND NANCY'S 10 COMMANDMENTS



- ✓ Create quiet time.
- ✓ Risk vulnerability.
- ✓ Open to inner wisdom.
- ✓ Trust answers from within.
- ✓ Learn to laugh at Ms. Protecto.
- ✓ Let go of emotional addictions.
- ✓ Look for and develop self-approval.
- ✓ Live without negative self labels.
- ✓ Focus on being—not doing and having.
- ✓ Be responsible for creating choices. (10)



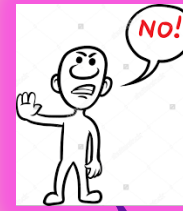
HOW TO BECOME ASSERTIVE? . . .



- ✓ **Don't seek approvals:** Avoid seeking approvals from others. It kills your autonomy and confidence. Also, you give power to someone to choose for you.
- ✓ **Reverse sorry; say thanks!** When you apologise out of some compulsion, it lowers your self-esteem. Next time, instead of saying: “Sorry, I got late!” Try: “Thanks for waiting!”
- ✓ **Accept genuine praise and criticism:** Don't feel embarrassed to accept appreciations; don't be afraid of receiving criticisms!



HOW TO SAY “NO”?



- ✓ **Four ways to say “No” (Stanlee & Nancy):** 1. **See whether the request by the other person is reasonable.** “Look inside yourself first: If you hesitate or hedge, or if you feel cornered or trapped, or you notice a tightness or nervousness in your body, it may mean that the request is unreasonable” (23). 2. **Ask for more information:** You have every right to ask for facts before you say ‘yes’ or ‘no’. 3. **Say “No” in a plain, direct manner.** Do not give excuses or indirect hints (non-assertive). 4. **Say “No” without saying sorry.** It weakens your position.
- ✓ **Offer compensation, stay assertive:**
Example: “If you allow me to do this assignment now, I will take you to a movie later.”

HOW TO SAY “NO”?



- ✓ **Meet them half-way:** Where it is fully difficult to say no, (emotional situations) be with the person for sometime but insist on your decision. E. G.: Going to the restaurant but not eating the food!
- ✓ **Saying “No” to intrusions:** Don’t sit and talk relaxedly. Don’t offer chair! (Randy Pausch). Move out with them!
- ✓ **Tell a white lie:** Say you are in a lecture/meeting (Randy Pausch).
- ✓ **Say it calmly:** Take no tension or show any stress on face. Say “No” with a smile, if possible!



Enhancing Soft Skills & Personality

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You Learn

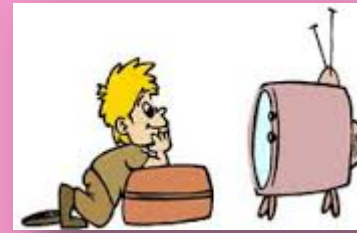
After a while you learn the subtle difference
Between holding a hand and chaining a soul,
And you learn that love doesn't mean leaning
And company doesn't mean security.
And you begin to learn that kisses aren't contracts
And presents aren't promises,
And you begin to accept your defeats
With your head up and your eyes open
With the grace of a woman, not the grief of a child,
And you learn to build all your roads on today
Because tomorrow's ground is too uncertain for plans
And futures have a way of falling down in mid-flight.



**After a while you learn...
That even sunshine burns if you get too much.
So you plant your garden and decorate your own
soul,
Instead of waiting for someone to bring you
flowers.
And you learn that you really can endure...
That you really are strong
And you really do have worth...
And you learn and learn...
With every good-bye you learn.**



MUST WATCH VIDEO . . .



Randy Pausch Last Lecture: Achieving Your Childhood Dreams
https://www.youtube.com/watch?v=ji5_MqicxSo

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.