

ENHANCING SOFT SKILLS AND PERSONALITY

T. Ravichandran

**Assertiveness-2:
Types of People**

**Lesson
11**

Week 3

Unit 1





Highlights

OF THE LAST LESSON



- ❑ Dealt with the importance of being assertive.
- ❑ Many instances people say 'yes' when they actually wanted to say 'no'.
- ❑ From choosing a simple ice-cream to making a difficult career choice, people often go by the opinion of others. This indicates lack of assertion.
- ❑ Thinking that going by others' choices will keep them in comfort zone, they actually get trapped in "compliant zone."
- ❑ They are afraid of confronting the unknown themselves.
- ❑ Real happiness depends on 3 Cs of life: Choices, Chances & Changes.
- ❑ People often say 'yes' when they should have said 'no' because they don't want to hurt others; they want to keep others happy and care for them more than themselves; they want to keep others pleased and show them that they are obedient and respectful.
- ❑ To make your own choice: Never say 'yes' if you have to say 'no'. Between fear and growth, always choose growth.
- ❑ Frost: If you take the road not taken, it will make all the difference!



ASSERTIVENESS PRACTICE EXERCISE!



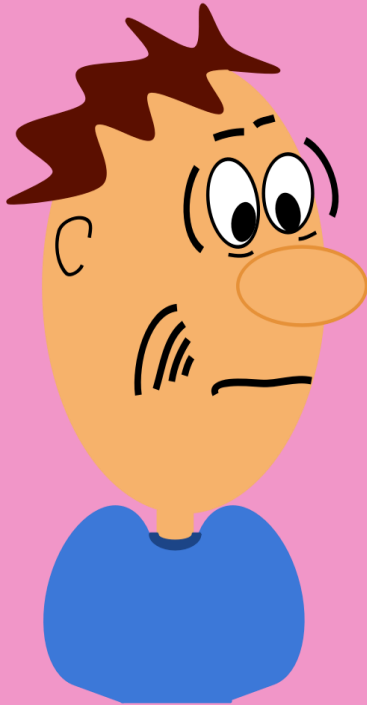
In three different situations practice assertiveness and observe how you feel about you! Take note of your comfort or discomfort.

- *In how many situations could you successfully assert yourself?*
- *How did the people around you feel about you? Did you note any change in their reactions?*
- *How did you feel about yourself?*
- *Comfortable, happy, embarrassed or uncomfortable?*

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BASIC TYPES OF PEOPLE!



Passive

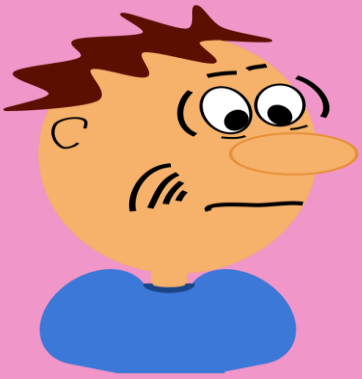


Assertive



Aggressive

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Passive

PASSIVE TYPES OF PEOPLE!



- × Passive people don't state their opinion at all.
- × They agree with opposing opinions.
- × They are afraid to speak up even when are sure that they are right
- × In fear of causing any disharmony, they allow bullying or domineering people to overrule them.
- × They prefer to remain subservient in fear of rejection by loved ones.
- × The indirect ones are slightly better in trying to assert in an indirect way but often are ignored.

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ASSERTIVE VERSUS AGGRESSIVE



Stanlee Phelps & Nancy Austin, *The Assertive You*: “Assertiveness is the ability to express yourself and your rights without violating the rights of others. It is appropriately direct, open and honest communication which is self-enhancing and expressive” (3).

Aggressiveness is expressing oneself in a forceful and domineering manner that the rights of the other person is ignored or violated. The aggressive person is so self-centred and often angry and does not hesitate to humiliate the other person.

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Passive

Assertive

Aggressive

Fails to stand up for oneself.	Stands up for oneself without violating the basic rights of the other person.	Stands up for oneself by violating the rights of the other person.
Emotionally dishonest	Emotionally honest	Emotionally blunt
Self-effusive, inhibited	Self-enhancing, open	Self-dominating, open
Indirect, inexpressive	Direct, straight-forward, expressive	Too direct, forcefully expressive
Hurt inside and anxious	Confident and self-respectful	Feels superior, self-righteous
Regrets and gets angry later	Feels calm and comfortable later	Feels insecure and guilty later

Passive

Assertive

Aggressive

Indulges in self-pity, disgusted with others	Values oneself and empathises with others	Shows anger and becomes vengeful
Never speaks up	Speaks up openly	Interrupts and never lets others talk
Murmurs occasionally	Uses a friendly tone	Shouts loudly
Avoids eye contact	Maintains eye contact and uses positive body language	Stares at people to intimidate them
Slouches, withdraws and maintains distance	Relaxes, adopts open stance and expressions	Rigid and domineering gestures. Invades personal space of others.
Feels alienated in groups	Participates actively in groups	Seeks to control the entire group

Passive

Assertive

Aggressive

Nods and says yes despite disagreement	Agrees only if it is in conformity with own feelings	Demands/forces others to agree with his views
I lose, you win	I win, you win	I win, you lose
Feels inferior to others	Feels equal to others	Feels superior to others
Hurts self to avoid hurting others	Ensures no body is hurt	Hurts others to avoid being hurt
I'm not okay, but you are okay.	I'm okay and you are okay	I'm okay by ensuring you are not okay!
Never uses any strong words expressing desire	Never uses abusive words	Can be both verbally and physically abusive
Afraid of others	Assured of self, and never afraid of others	Threatens others and feels insecure inside

Passive

Assertive

Aggressive

Marginal listeners

Active listeners

Poor listeners

Shows too much sympathy

Shows appropriate empathy

Shows sheer antipathy

Disconnects with others

Connects with others

Tries to overpower and control others

Complaints, blames or praises others

Neither complaints nor praises others

Sarcastic, critical, harsh and disrespectful with others

Let's people use him/her. Miserable without genuine friends.

Maintains good relationship with others

Makes many enemies

Overall feels helpless and alone

Knows how to help himself and let others help him/her

Forces others to serve him/her.



“The difference between successful people and really successful people is that really successful people say no to almost everything.”

~ Warren Buffett

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“The messages you received from your family or your childhood experiences may have caused you to believe that assertiveness is unacceptable or even dangerous.

Practice saying the following:

I have the right to be treated with respect by others.

I have the right to express my feelings and opinions.

I have the right to say no without feeling guilty.

I have the right to ask for what I want.

I have the right to make my own mistakes.

I have the right to pursue happiness.”

~ Beverly Engel



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“If you live your life to please everyone else,
you will continue to feel frustrated and powerless.

This is because what others want
may not be good for you.

You are not being mean when you say NO
to unreasonable demands or
when you express your ideas, feelings, and opinions,
even if they differ from those of others.”



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~ Beverly Engel

MUST READ BOOKS . . .



Beverly Engel, *The Nice Girl Syndrome: Stop Being Manipulated and Abused—And Start Standing Up for Yourself*. Wiley & Sons, 2010.

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.