

Influence and Assertiveness

- Scenario:

You are working for a software company. Your office is shared with other officemates. One of them makes a lot of distractions for you. The person listens to music on headphone while the volume is so high and you can hear the music. The person eats chips and snacks in the office. You are new in this company while your colleague is more experienced than you in that company.

Write an email to the person and try to solve the issue.

Influence and Assertiveness

- Do you ever wonder why some people always seem to get what they want...
- How can you make the most of the time you have to talk?
- How can you persuade others to follow your plan?
- How can you be sure your ideas are remembered as yours?
- How can you create authority?
- How can you inspire collaboration?
- Is it having a loud voice?
- Is it being aggressive?
- Is it having an extensive vocabulary?
- Is it having the power to persuade?
- Is it having assertiveness?

- <https://www.youtube.com/watch?v=68ciKK1afDQ>

Influence and Assertiveness

- Assertiveness is not being aggressive!

Assertiveness is based on **balance**.

When you are assertive, you ask for what you want but you don't necessarily get it.

Aggressive behaviour is based on **winning**.

When you are aggressive, you take what you want regardless, and you don't usually ask.

- Assertive people are not afraid to speak their minds and ask for what they want but are at the same time considerate of other people's feelings
- They are insistent but also polite
- They exude self-confidence but they are never pushy or controlling
- Assertive people have
 - greatly reduced levels of interpersonal conflict in their lives
 - confidence in themselves
 - stronger, more supportive relationships because their actions are based on mutual respect

Influence and Assertiveness

- Assertiveness may not come naturally to you but it is a skill that can be learned
- Becoming assertive will benefit all areas of your life.
 - Improve your confidence
 - Help you to earn other people's respect
 - Improve your communications and decision-making skills
 - Help you to create win-win situations
 - Help you to have healthier and more honest relationships
 - Increase your career satisfaction and success
 - Ward off anger, stress and high blood pressure.

Influence and Assertiveness

How Assertive Are You?

- If your total is 60 or higher, you have a consistently assertive philosophy and probably handle most situations well.
- If your total is 45-60, you have a fairly assertive outlook. There are some situations in which you may be naturally assertive, but you should be able to increase your assertiveness through practice.
- If your total is 30-45, you seem to be assertive in some situations but your natural response is either non-assertive or aggressive. You may want to change some perceptions and practice new behaviours in order to handle things much more assertively in the future.
- If your total is 15-30, you have considerable difficulty being assertive. You need to practice and allow yourself time to grow and change. You can become much more comfortable in situations where asserting yourself is important.

Influence and Assertiveness

- How assertive is your email?
- Compare your emails within your group
 - Who wrote a more influential email in your group?
 - Are their test results different from you?

Influence and Assertiveness

- **Developing Your Assertiveness**

- Some people are naturally more assertive than others. If your disposition tends more towards being either passive or aggressive, you need to work on the following skills.

- **Value yourself and your rights**

- Understand that your rights, thoughts, feelings, needs and desires are just as important as everyone else's.
- But remember they are not more important than anyone else's, either.
- Recognise your rights and protect them.
- Believe you deserve to be treated with respect and dignity at all times.
- Stop apologizing for everything.

- **Identify your needs and wants, and ask for them to be satisfied**

- Don't wait for someone to recognize what you need (you might wait forever!)
- Understand that to perform to your full potential, your needs must be met.
- Find ways to get your needs met without sacrificing others' needs in the process.

- **Acknowledge that people are responsible for their own behaviour**

- Don't make the mistake of accepting responsibility for how people react to your assertive statements (e.g. anger, resentment). You can only control yourself.
- As long as you are not violating someone else's needs, then you have the right to say or do what you want.

Influence and Assertiveness

- **Express negative thoughts and feelings in a healthy and positive manner**
 - Allow yourself to be angry, but always be respectful.
 - Do say what's on your mind, but do it in a way that protects the other person's feelings.
 - Control your emotions.
 - Stand up for yourself and confront people who challenge you and/or your rights.
- **Receive criticism and compliments positively**
 - Accept compliments graciously.
 - Allow yourself to make mistakes and ask for help.
 - Accept feedback positively – be prepared to say you don't agree but do not get defensive or angry.
- **Learn to say "No" when you need to**
 - Know your limits and what will cause you to feel taken advantage of.
 - Know that you can't do everything or please everyone and learn to be OK with that.
 - Go with what is right for you.
 - Suggest an alternative for a win-win solution.

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