# **Commence**

**Assertive means** –

1. ability to express your needs and feelings clearly and firmly without disrespecting or undermining others
2. to talk calmly and smoothly about an outcome and don’t get angry

itharulani agaurava parusthu kincha parusthu matladaradu

Identifying your current mindset

Avoiding the passive-aggressive trap

Reducing negative emotions

Handling everyday putdowns

Learning to disagree by questioning

Knowing the most effective words to use

**Smooth words**

Would u do that for me?

Would you be ok?

**Yours Behavior should be**

1. You should be ok and other also should be ok like win-win situation- ensure both parties should be happy about it
2. Avoid passive-aggressive trap - Don’t get angry which Is not going to benefit anyone
3. Be assertive- u should express ur feelings or u should speak without dis respecting other and without undermining others
4. Think like what is my objective –what is the best way to get it and speak in that angle only
5. Don’t be angry as we can’t get anything being angry –we don’t feel good after u get anger?- no
6. Fogging- cooling other person who is aggressive towards us
7. If it is not much bothering u- Think like it’s his behavior is his problem not mine
8. We should disagree by questioning – instead of saying no no no better ask some questions
9. If their body language is aggressive- once meeting is over have a one on one meeting ask like is there something which u didn’t like about it?
10. When someone is shouting at you- say like you are already shouting me.. 2nd option is plan for a second meeting
11. Four step process**- I understand, I feel, I want, is that ok?**

Passive people are those people who don’t take any action but instead let things happen to them

Ex:- my mom - she won’t take any action on people who are not paying any interest

ex2:- veera who won’t take any action on his career even he knows he is technically weak

1) Be assertive and don’t be aggressive

Being more assertive

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animal have only 2 choices fight or flight, but we have 3rd choice talk calmly about outcome which works for both parties

We should use the power of our conscious brain to take control of how we act

1. Avoid passive-aggressive trap

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Summary is don’t get angry which is not going to benefit anyone

When Ur car is mistakenly dented/dashed by someone don’t just straightaway go and damage their car which is not going to benefit anyone

Be assertive- by going to one who dashed and ask why u damaged my car, ok shall we proceed for formalities by paying some fine

1. Don’t choose anger- ur not going to feel better after u get angry

**Fogging- cooling others** when someone is verbally attacking us

The fogging technique helps us to provide a calm response to someone who is being aggressive towards us.

Ex:- if someone started shouting us when there is a mistake, then u can say I accept and I should have done better ..Something like that

Learn to disagree by questioning instead of saying no

Sometimes other person may be right and we may be wrong

If someone says ur report is rubbish then we should ask like “what don’t you like about it” or ”ok yes it could have been probably better”

Ask like🡪 “apart from that is there anything which u didn’t like about it”

U have to peel the onion means step by step we should ask like apart from that what u didn’t like about it

Ex:-2 if someone says diesel cars are better, may be they are right- first we should question them instead of saying no

Like do u know the problem as diesel cars wont start easily if they are not regularly used, so question them don’t directly say no like sriram

1. When someone is shouting at you- say like you are already shouting me, is this the best way to resolve problem?

May be we could meet later when u are in calmer mood, we should tell them we are shouting because they are unconscious

I can’t resolve as you are in this state, we will talk in half an hour

Option2:- when someone shouted at u, and instead of replying immediately we should comeback after sometime and say like

“I was thinking about our earlier conversation, I think u are rude at me and may be next time u could talk to me quietly offline instead of speaking in front of everybody”

## Four step process

1. - I understand, I feel, I want, is that ok or would that be ok for you?

We should use these words to resolve the problem or when someone is irritating you.

Ex:- When someone is disturbing when u are at work? Then use above 4 words as below

Instead of using aggressive words like , Hey go away I am busy right now say like

I do understand how urgent it is, but right now I am under some pressure , maybe we can talk this afternoon, would that be ok

Ex 3:- when someone is not listening to u and increasing the volume even when u went to him second time then deal like below

U haven’t done what u said 10 mins back,

I do understand that u are doing a great party, but I am really upset about the volume and all I want is just turn down a little bit , surely u could do that for me