1. **Write what you would say in the situations described below.**

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|  | **Response** |
| The waiter forgets to place your order and you and your friends wait 45 minutes for your food. |  |
| You lend a friend one of your books. She returns it with pages missing. |  |
| A neighbor's dog barks incessantly at all hours of the day and night. |  |
| Someone cuts in line in front of you at the store checkout. |  |
| Your friend always asks to borrow a few dollars when you go out, but he never repays you. You don’t like this behavior. |  |
| Your friend suggests a Chinese restaurant, which you hate, for the fourth lunch in a row. |  |
| Someone who was supposed to lend you something or do you a favor forgot about it. |  |
| You went to a party with some people but the person who was driving had too much to drink and refuses to let anyone else drive. |  |

1. **Complete the box by indicating whether the response is aggressive, assertive or passive.**

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| **Situation** | **Response** | **Aggressive, assertive or passive** |
| It is 5.30pm and one of your Staff is just putting on his coat and making his way towards the office door. You ask him to hang on for a minute, so that you can discuss a matter of some concern with him. | **He says:** I can see you want to chat, but if I don’t go now I’ll miss my train… can we discuss it tomorrow – first thing. |  |
| You are interviewing for a job in the department, and ask one of your experienced staff to show the candidate around. | **She says:** I’m afraid that I don’t know very much about Head Office myself but if you really want me to take them around, I suppose I can. |  |
| A customer rings you to complain about being given incorrect information. | **You say:** I’d like to help but I don’t know the background. What if I get the person who did talk to you in a few minutes time? |  |
| A staff member from another department rings up to complain that a report hasn’t appeared in the internal mail. | **You say**: It’s not my job to handle delivery queries |  |
| The dat eis set for the next meeting. You are keen to attend but the proposed date accepted by everyone else means you cannot attend. The chairman says:”Is that ok for everyone?” | **You say**: Well, all right, as it’s convenient to everyone else. |  |
| A colleague asks you for a lift home. It’s inconvenient to you, as you are already late and the drive will take you out of the way. | **You say:** I’m about 20 minutes late so I won’t be able to take you home. If it helps I can drop you off at the nearest bus stop. |  |
| You’re having trouble getting started on a report. You cannot see a logical starting point. | **You say:** I’m pretty useless at writing reports. I can’t really see how to even start it. I must be getting old. |  |
| A team member interrupts you when you are making an important call. | **You say:** I’d like to finisz this phone call, then I’ll be happy to answer your question. |  |
| You are on your way to a meeting. A colleague asks you: „What time will you be back in the office?” | **You say:** When you see me walk in. |  |

1. **Write assertive responses to these scenarios:**

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| --- | --- |
| **Situation** | **Response** |
| The waiter forgets to place your order and you and your friends wait 45 minutes for your food. |  |
| You lend a friend one of your books. She returns it with pages missing. |  |
| A neighbor's dog barks incessantly at all hours of the day and night. |  |
| Someone cuts in line in front of you at the store checkout. |  |
| Your friend always asks to borrow a few dollars when you go out, but he never repays you. You don’t like this behavior. |  |
| At a daily briefing with the team, Cherry (your manager) comes up with an idea which you yourself had mentioned to her only 3 days ago. The problem was that she indicated that it was her idea. You are annoyed about this and want to talk to her after the briefing. |  |
| Someone who was supposed to lend you something or do you a favor forgot about it. |  |
| You went to a party with some people but the person who was driving had too much to drink and refuses to let anyone else drive. |  |
| You want to go the department meeting. Your manager says to you: “John, as everyone can’t go to the meeting, would you mind staying and answering the phone.” You do mind. |  |
| You have been with the company 12 months. Having coffee with a colleague who was on the same induction as you (= which means you began working for this company at the same time), you discover she’s had 3 performance reviews. You’ve only had one. You want to talk to your manager, Tom, about it. |  |

1. **The “I” message as one of the techniques used when speaking assertively.**



* I am frustrated when you’re late for the meeting. I do not like having to repeat information.
* I feel upset when you do not take care of my things because I cannot afford to replace them. I need you to take care of my things like I do if you are going to borrow them.
* I feel frustrated and annoyed when I am reminded over and over to do my homework. I am old enough now to complete my homework without reminders.

1. **What tips would you give to someone who wants to be more assertive in communication?**

**Give 3 examples.**

2.

3.