



# Bite Sized Training - PREVIEW

## Assertiveness



## Exercise: Car Wars – Page 2

Discuss with your partner each other's approaches and agree on whether your behaviours in this situation are – **AGGRESSIVE, PASSIVE OR ASSERTIVE.**- and tick the appropriate box:-

AGGRESSIVE     

PASSIVE         

ASSERTIVE       

Now, together with your partner, consider these typical Responses from people, and again rate what type of behaviour you think they represent by ticking the appropriate box:-

<b>RESPONSE</b>	<b>AGG.</b>	<b>PASS.</b>	<b>ASSERT.</b>
1. You shout out 'Oi' loudly, and say to yourself "I don't bloody well believe it." After giving the driver a dirty stare, you drive on.			
2. You get out of your car, and walk over to the driver's car. He winds down his window, and you say "Hello there. I appreciate that you may not have seen me there, but I was about to reverse into that parking space. As I was here first, I'd appreciate it if you could move."			
3. You wind the window down and shout "You ***** *****, that was my parking spot." Give him the 2 finger gesture (believe me it's not the victory sign), and drive off.			
4. You say to yourself 'that's life' and drive off			
5. You get out of your car, and walk over to the driver's car. He winds down his window, and you say "Excuse me, mate. I was about to reverse into that parking space."			

## Process (continued)

- **EXPLAIN** that you will refer back to the Car Wars exercise after describing the theory around the 3 styles.
- **ASK** delegates to write down the name of someone they know who they would describe as assertive and why – what do they **say** or **do** that makes them assertive?
- **FLIP CHART** descriptions of assertive people. **PROBE** delegates for what this person SAYS or DOES to make them assertive.
- Now, **DESCRIBE** what assertive, passive and aggressive really mean, using the following notes to help. As you explain, **REFER** to their flip-charted descriptions and **CLARIFY** any misunderstandings.

## Assertiveness

- **ASSERTIVENESS** is not all about getting your own way. In fact, in many instances you can be assertive but you don't get your own way, especially in a boss-staff situation when you are the staff member. This may come as a bit of a surprise.
- We often think in terms of being assertive when you observe someone who tends to tell people what to do; who knows what to do in any situation and does it (or gets others to do it); who tends to be loud and demanding.
- The **RECIPIENT** of the communication decides on whether you have been assertive, not the Sender.
- Assertive people are 'solution minded' – they look to offer something. They are neither accusational nor confrontational.
- They try to persuade rather than impose.
- They are prepared people – they think through how they will tackle a difficult interaction – how they will approach it?, what words they will use?, how they will demonstrate empathy and understanding of the other party?, what reaction they will get?, how they will overcome objections or resistance?
- Assertive people are sincere and show genuine empathy when appropriate.