

Exercise: practicing assertive behavior

Three tips for being assertive:

1. Be honest
2. Be clear
3. Be fair

* This is saying "NO" in assertive way skill practice

Person #1: wants to borrow a brand new car from a friend, describing her motives

Person #2: has a task to refuse, no matter what

* This is corrective feedback in assertive way skill practice

Person #1: an employee refusing working weekend, of huge importance for whole team, with an excuse (the truth is that he wants a free weekend with his girlfriend)

Person #2: a boss, saw his employee on a weekend walk with a girlfriend, on a lake far away from home. Comes to work on Monday, and has to give corrective feedback



EXERCISE: Recognizing main communication issues:

(Client is interlocutor - any person you are addressing your communication to)

- *Recognizing main communication issues is STEP 1! This is something everyone should do for him/herself. This is the starting point. Once you have your main communication issues recognized, you can focus the training better and gain more benefits out of it. Communication as a subject, theory, scientific field is large, so, getting to know what you need the most is the best way for quality start of developing new communication style.*

1. Identify – which type of client is your difficult client

2. Describe – what kind of problem do you have with him:

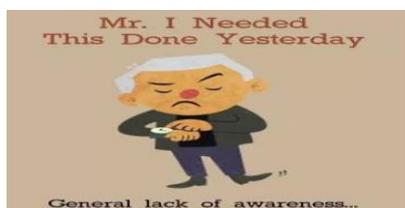
3. Describe your spontaneous reaction that he is not going to see

4. What do you think – what kind of approach is a wrong approach to that client

5. What do you think – what kind of approach is right approach to that client

6. Create your action plan for that specific client:

7. Checking points:



HOW WOULD YOU RESPOND?



1. SMS: „ I didn't say that.“

If the tone of voice is friendly, how would you respond?

If the tone of voice is rude, how would you respond?

2. SMS: „ Why did you say that?“

If the tone of voice is friendly, how would you respond?

If the tone of voice is rude, how would you respond?

3. SMS: „ Thanks for having me over.“

If the tone of voice is friendly, how would you respond?

If the tone of voice is rude, how would you respond?

4. SMS: „ Thanks for inviting me.“

If the tone of voice is friendly, how would you respond?

If the tone of voice is rude, how would you respond?

EXERCISE: Being assertive

GOAL:

Communicate these situations in assertive way. Getting to know emotional intelligence components and getting an insight how to use them in different communication situations.

TASK:

In the following situations discuss:

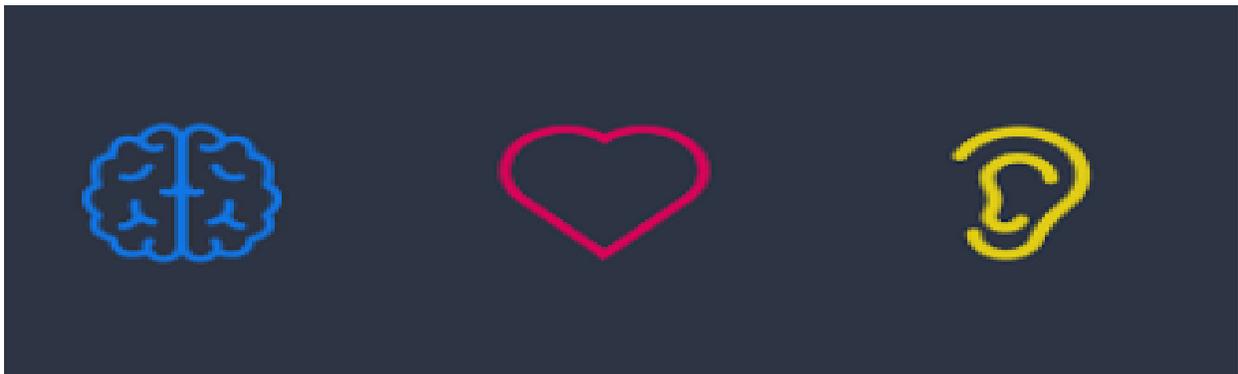
How would you feel in that situation?

What would you think?

How would you behave?

What would you say?

What do you think that person did, how she felt, what did she think?



SITUATION #1

You are in the bank. It is finally your turn. The clerk is asking: "Who is next?" The woman who came after you answers: "I am!"

SITUATION #2

You planned to make a party and your colleagues from the faculty are coming.

You planned fun and relaxation, but the conversation goes into another direction – everybody is talking about studies.

SITUATION #3

You are in the taxi. It seems to you that driver is taking a longer route on purpose.

SITUATION #4

You are buying a new dress. The shop assistant is pushing you to buy something you don't like.

SITUATION #5

You are writing an assignment in a group with your colleagues, but nobody wants to include seriously.

