

Quick Tips

ASSERTIVENESS is:

- A personal technique developed with practice
- A risk
- Tactfully being your real self
- Open and honest statements
- Describing specific behaviors
- Not name calling
- Security through honesty
- Standing up for yourself in a creative way
- Not backing down
- Being able to label your feelings
- Showing sensitivity to others
- Breaking down defenses (yours and others)
- Acknowledging your weaknesses but relying on your strengths
- An action process
- Dealing with conflict
- A two-way communication process
- Self control
- Following through on a decision to deal with a person or situation
- Not aggressive or threatening
- Both verbal and non-verbal



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ASSERTIVENESS



Leader Tips Leadership Development Tips for Groups



Office of Campus Life
Richland Community College

LEADership Mastery Program

Assertive vs. Aggressive

Non-Assertive Behavior:

Failing to stand up for one's rights either by failing to express feelings or preferences or by allowing another person to infringe upon one's rights.

Assertive Behavior:

Standing up for one's rights by expressing one's thoughts and feelings in a direct, honest, and appropriate fashion without denying the rights of others.

Aggressive Behavior:

Standing up for one's rights in such a way that violates the rights of others or demeans the other person.

LEVELS OF ASSERTION

SIMPLE - simple, noncomplex statement of what you want. "I'd rather go out to eat than cook tonight."

EMPATHETIC - includes a statement about the other's situation. "I know you're busy, but I need to talk to you."

CONFRONTING - points out discrepancies in the other's behavior. "We agreed to study, but you went to play basketball."

SOFT - expresses positive sentiment without embarrassment. "I really appreciate what you're doing."

ANGER - constructive expression of anger against a person's actions. "I get angry when you borrow my clothes without asking because then I can't wear them when I want to. I would rather that you ask before you borrow them."

Model to follow

"I... (*describe feelings, reactions*) when you... (*describe behavior*) because then I... (*describe effect*). I would rather you... (*give alternative behavior*)."

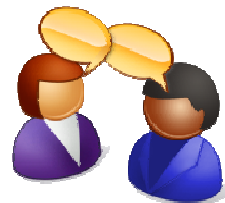
Assertiveness is a skill that is developed with practice.

Demonstrate assertive boy language which includes:

- Direct eye contact
- Erect body posture
- Clear and audible speech
- Use gestures and facial expressions for emphasis

Each situation is unique. Ask yourself:

- What would I like to have happened? How possible is this goal?
- What rights does the other person have in this situation?
- What obstacles are there to the person making the behavior change?
- Am I comfortable with my rights to deal with this situation assertively?



Bill of Assertive Rights

- I. You have the right to judge your own behavior, thoughts, and emotions, and to take the responsibility for their initiation and consequences upon yourself.
- II. You have the right to offer no reasons or excuses for justifying your behavior.
- III. You have the right to judge if you are responsible for finding solutions to other peoples problems.
- IV. You have the right to change your mind.
- V. You have the right to make mistakes and be responsible for them.
- VI. You have the right to be independent of the goodwill of others before coping with them.
- VII. You have the right to say, "I don't know."
- VIII. You have the right to be illogical in making decisions.
- IX. You have the right to say, "I don't understand."
- X. You have the right to say, "I don't care."

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