

30 July 03
IOP

ASSERTIVE RIGHTS

Include these *rights* in your everyday thinking and gain self-respect, as well as respect from others.

I have the right to . . .

1. ___ say "NO".
2. ___ be competent and proud of my accomplishments.
3. ___ feel and express anger.
4. ___ be treated as a capable human being.
5. ___ make mistakes and be responsible for them.
6. ___ change a situation.
7. ___ say "I don't know, I don't agree, and I don't understand."
8. ___ be treated with respect.
9. ___ express my needs, opinions, thoughts, ideas, and feelings.
10. ___ judge my own behavior and be responsible for it.
11. ___ take pride in my body and define attractiveness in my own terms.
12. ___ have a support system.
13. ___ be myself and have a separate identity.
14. ___ structure my own time priorities.
15. ___ request help and receive information from others.
16. ___ ask and not assume.
17. ___ have privacy.
18. ___ say "I'm not willing to accept that responsibility."
19. ___ be imperfect.
20. ___ grow, learn, change, and to value my age and experience.
21. ___ recognize MY needs as important.
22. ___ _____
23. ___ _____
24. ___ _____
25. ___ _____

	PASSIVE	ASSERTIVE	AGGRESSIVE
Body Movements	<ul style="list-style-type: none"> ▲ Hand wringing ▲ Hunching shoulders ▲ Covering mouth with hands ▲ Crossing arms for protection 	<ul style="list-style-type: none"> ▲ Open hand movements ▲ Sitting/standing upright and relaxed 	<ul style="list-style-type: none"> ▲ Finger pointing ▲ Fist clenching ▲ Striding around (impatiently) ▲ Leaning forward or over ▲ Crossing arms (unapproachable)
Eye Contact	<ul style="list-style-type: none"> ▲ Evasive ▲ Looking down 	<ul style="list-style-type: none"> ▲ Firm direct eye contact without staring 	<ul style="list-style-type: none"> ▲ Trying to stare down and intimidate
Facial Expression	<ul style="list-style-type: none"> ▲ 'Ghost' smiles when expressing anger or being criticized ▲ Raising eyebrows in anticipation ▲ Jaw trembling, lip biting ▲ Quick-changing features 	<ul style="list-style-type: none"> ▲ Smiling when pleased ▲ Frowning when angry ▲ Features steady ▲ Jaw relaxed 	<ul style="list-style-type: none"> ▲ Smiling may become sneering ▲ Scowling when angry ▲ Jaws set firm
Speech Pattern	<ul style="list-style-type: none"> ▲ Hesitant and filled with pauses ▲ Sometimes jerking from fast to slow ▲ Frequent throat clearing 	<ul style="list-style-type: none"> ▲ Fluent, few hesitations ▲ Emphasizing key words ▲ Steady even pace 	<ul style="list-style-type: none"> ▲ Fluent, few hesitations ▲ Often abrupt, clipped ▲ Emphasizing blaming words ▲ Often fast
Voice	<ul style="list-style-type: none"> ▲ Often dull and monotonous ▲ Tone may be singsong or whining ▲ Over-soft or over-warm ▲ Quiet, often dropping away 	<ul style="list-style-type: none"> ▲ Steady and firm ▲ Tone is middle range, rich and warm ▲ Sincere and clear ▲ Not over-loud or quiet 	<ul style="list-style-type: none"> ▲ Very firm ▲ Tone is sarcastic, sometimes cold and harsh ▲ Hard and sharp ▲ Strident, often shouting, rising at end

TYPE OF LANGUAGE	PASSIVE	ASSERTIVE	AGGRESSIVE
	<p>Long rambling statements</p> <p>Fill in words "Maybe", "Er", "Sort of".</p> <p>Frequent justifications "I wouldn't normally say anything, only ...".</p> <p>Apologies "I'm terribly sorry to bother you ...", "Please excuse me, but ...".</p> <p>Unacknowledged choice "I should", "I ought", "I have to".</p> <p>Qualifiers "It's only my opinion". "I might be wrong".</p> <p>Self-dismissal "It's not important", "It really doesn't matter".</p> <p>Self-putdowns "I'm useless ... hopeless", "You know me".</p>	<p>'I' statements that are brief, clear and to the point "I like", "I feel", "I think", "I prefer".</p> <p>Distinction between fact and opinion "My experience is different".</p> <p>Suggestions without "shoulds", "oughts". "How about" ... "Would you like me to ...?"</p> <p>Constructive criticism without blame "I feel irritated when you interrupt me".</p> <p>Seeking other's opinions "How does this fit in with your ideas?"</p> <p>Willingness to explore other solutions "How can we get around this problem?"</p>	<p>Excessive emphasis on 'I' "My view is ...", "I think".</p> <p>Boastfulness "I haven't got problems like you".</p> <p>Opinion expressed as fact "That's a useless way to do it", "Nobody wants to behave like that".</p> <p>Threatening questions "Haven't you finished it yet?" "Why on earth did you do it like that?"</p> <p>Threatening requests "You'd better do that", "I want that done or else".</p> <p>Heavy handed advice "You should", "You ought", "Why don't you?"</p> <p>Blame "You made a mess of that."</p> <p>Sarcasm "You must be joking", "I don't suppose you managed to do that?"</p>

1 Being specific

Decide what it is you want or feel, and say so specifically or directly. This skill will help you to be clear about what exactly it is you want to communicate. Avoid unnecessary padding and keep your statement simple and brief.

2 Repetition (broken record technique)

This skill involves preparing what you are going to say and repeating it exactly as often as necessary, in a calm relaxed manner. It helps you to stick to your statement or request without being distracted. Using this technique, you can relax because you know what you are going to say and you can maintain a steady comment, avoiding irrelevant logic or argumentative bait.

3 Workable compromise

This is important to remember when there is a conflict between your needs or wishes, and those of someone else. Assertiveness is not about winning, so you need to negotiate from an equal position. This means finding a true compromise which takes both parties' needs into consideration. Compromising on a solution to a difficult situation need not compromise your self-respect.

4 Self-disclosure

This skill allows you to disclose your feeling with a simple statement, for example, "I feel nervous" or "I feel guilty". The immediate effect is to reduce your anxiety, enabling you to relax and take charge of yourself and your feelings.

5 Negative assertion

This skill involves calmly agreeing with someone else's true criticism of your negative qualities and accepting that you have faults eg. "Your desk is a complete and utter tip. You are very disorganized." "Yes it's true, I'm not very tidy." The key to using negative assertion is, of course, self-confidence and a belief that you have the ability to change yourself if you so wish. By agreeing with and accepting criticism, if it is appropriate, you need not feel totally demolished.

6 Negative inquiry

This skill involves actively prompting criticism of your behaviour, to ascertain whether the criticism is constructive, or to expose it as manipulative and hurtful. For example, "You'll find that difficult won't you, because you are so shy?". You reply, "In what ways do you think I'm shy?". If the criticism is constructive, that information can be used constructively and the general channel of communication will be improved.

What IS
an
"ATTITUDE"?

It's your
STATE of MIND
When you
APPROACH a
SITUATION --

TODAY
I'm going to
get something
DONE.



TODAY will
be lousy like
yesterday.



A POSITIVE
Attitude

A NEGATIVE
Attitude

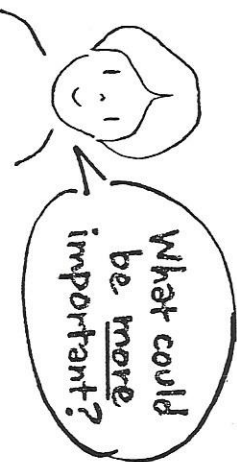
It's the SAME you -- the only difference is
the ATTITUDE -- which only you can control!



WHY
is your attitude
so **IMPORTANT**?

Because it affects --

- 1 How you look,
what you say and
what you do
- 2 How you feel both
physically and mentally
- 3 How successful you
are in achieving your
purposes in life.



What could
be more
important?

For example -- Do you take a Positive Attitude toward YOURSELF?

Do you take a Positive Attitude toward OTHERS?

1 Are you willing to LEARN --

to recognize that no one has all the answers?



2 Do you do your BEST ON THE JOB --

and suggest better ways of doing your work?



3 Do you demonstrate ENTHUSIASM

in whatever you say and do?



4 Are you willing TO GROW --

to prepare yourself for a better job?



5 Do you WELCOME CHANGES --

experiment, try new ideas, stay loose?



6 Do you cultivate a SENSE OF HUMOR --

by not taking yourself too seriously and getting some fun out of your work?



1 Are you sincerely INTERESTED

in OTHERS --



their needs and problems?

2 Do you look at the OTHERS' point of view --



how they feel, why they feel, think and act as they do?

3 Are you a good LISTENER --



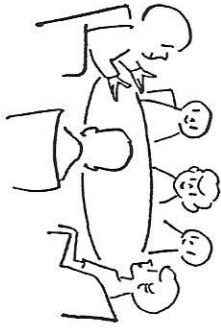
willing to learn something from others?

4 Are you able to WORK with OTHERS --



to achieve common goals through cooperation?

How do you **DEVELOP POSITIVE ATTITUDES**?




You'll be amazed at how these few simple positive attitudes will make your life more fun and your family more happy.


Why not begin **AT HOME** by practicing on your family?

Here are 6 easy ways---


- 1** Keep each other **INFORMED**




Good communication is the essence of good relations.
- 2** Be **PUNCTUAL**



It's the **GOLDEN RULE of TIME** --- for everybody.
- 3** Be **CHEERFUL**




Smile even if you don't feel like it. Nobody likes a sourpuss!
- 4** Use only **POLITE WORDS**




Such as--
"Please"
"Thank you"
"May I?"
"Do you mind?"

A few words can make a big difference.
- 5** Be **HELPFUL**




May I help you?
You'll build friends fast.
- 6** And -- be **PATIENT**



Some things just necessarily take time to do right.


Can't you leave me alone while I read the paper?



NEGATIVE Attitudes make life **DIFFICULT** for everyone.

POSITIVE Attitudes help everyone get the **MOST** out of life.

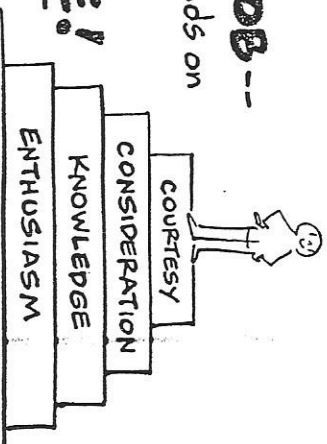
Tell me about your day--



How do you develop **POSITIVE** attitudes **ON THE JOB**?

While **TALENT** is important -- and **KNOWLEDGE** is essential -- the **KEY TO SUCCESS** is your **STATE OF MIND!**

Whatever your **JOB** -- **SUCCESS** depends on **YOUR ATTITUDE!**



Here are 6 suggestions --

- 1** **DEPEND-ABILITY**
 is a keystone to success on the job
 -- get to work
 -- do the job.
- 2** **PRIDE**
 In your work
 is a basic satis-
 faction that can
 be yours in any job.
- 3** **RESPECT**
 the rights of others
 and give **CREDIT**
 to others for
 what they do.
- 4** **CONSIDER-ATION**
 for others
 can help them
 do their job
 most efficiently.
- 5** **KNOWLEDGE**
 is important --
 the more the better --
 from people, books,
 experience. It helps
 you grow on the job.
- 6** **ENTHUSIASM**
 fuels **PROGRESS**
 -- even a
SMILE will help!

NEGATIVE

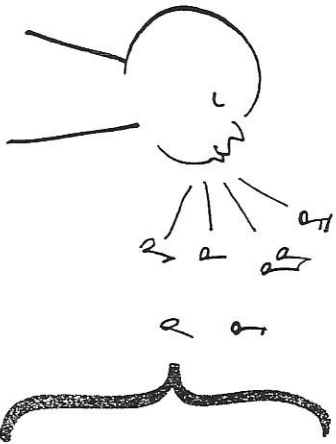
What difference does it make if it's not a perfect job?

A POSITIVE ATTITUDE AT WORK can make your daily routine more **REWARDING** and **ENJOYABLE**.

POSITIVE

I'll do my job as well as I can so that others can depend on me.

In fact--
POSITIVE
 attitudes make
 everyday living
BETTER!



- LIFE is more **MEANINGFUL!**
- **PROBLEMS** are easier to handle!
- **GOALS** are more attainable!
- **MISTAKES** seem less disastrous!
- the **FUTURE** is more exciting!

Here are 6 more **POSITIVE IDEAS**--

1 BELIEVE
 in yourself



You are unique
 in this world --
 so are your
 talents.

2 SET GOALS
 for yourself



-- then **WORK**
 hard to achieve
 them.

3 ACT for what
 you believe is
RIGHT



and don't
 be afraid
 to make mistakes --
 you'll learn from them.

4 CARE about
OTHER PEOPLE



-- there's no better
 example of a positive
 attitude than treat-
 ing others the way
 you want to be
 treated.

5 IMPROVE
YOURSELF



by keeping open-
 minded about new
 ideas. Don't fight
 change!

6 GET FUN
 out of life

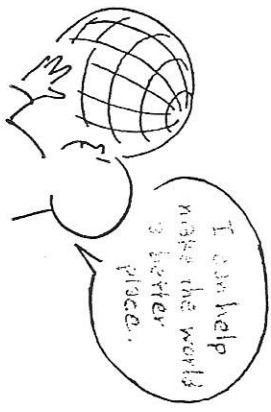


-- don't take your-
 self too seriously.



NEGATIVE
ATTITUDES
 get you nowhere. Think
 of someone who is less
 fortunate than you --
 then help that person
 in some way.

POSITIVE
ATTITUDES
 help everyone.
Remember --
 it is better to light
 a candle than to curse
 the darkness.



Your PERSONAL HEALTH and SAFETY depends on your ATTITUDE--

Rx Practice positive thinking in liberal doses from morning till night.

NEGATIVE THINKING

POSITIVE THINKING

CARELESSNESS

"It doesn't matter."

IGNORANCE

"I didn't know it would explode."

FATALISM

"If it happens --- it happens."

CYNICISM

"Safety is kid's stuff."

LAZINESS

"It's too much trouble."

RECKLESSNESS

"Danger is the spice of life."

OVER-CONFIDENCE

"I never get hurt."

PLANNING AHEAD

"I'll take the safe way."

KNOWING YOUR GOALS

"I want to improve."

WILLINGNESS TO LEARN

"Thanks for your suggestions."

FAITH

"I'll do my best."

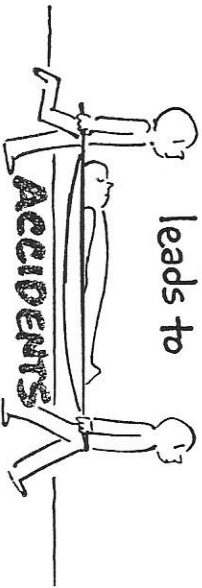
ALERTNESS

"I'll concentrate and be careful."

WILLINGNESS

"I'll fix it now."

leads to



leads to



So...

The **QUALITY** of your
life depends on
YOUR ATTITUDE--



towards
YOURSELF



towards
OTHERS

YOU are the only one that can
change or control your attitude.

So why not begin practicing
POSITIVE THINKING
POSITIVE ATTITUDE to create a

RIGHT NOW!



TEST YOURSELF
on the "POSITIVE ATTITUDE" Check List

- | | YES | NO |
|---|--------------------------|--------------------------|
| 1 Do you respect yourself? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Do you want to improve? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Do you have goals? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Do you have a plan to achieve your goals? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Are you willing to learn? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Are you usually on time? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 Are you considerate of others? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Are you a good listener? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 Are you willing to make mistakes? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 Do you enjoy life? | <input type="checkbox"/> | <input type="checkbox"/> |

Why not add 10 MORE WAYS that help
make up a **POSITIVE ATTITUDE**?