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## Assertiveness

Assertiveness requires both listening until you fully understand each other and standing up for yourself without abusing the other person.

### **Assertive**

Stand up for own needs, without abusing others!

Confirm one's own worth and dignity, plus that of others

### **Submissive**

My needs feelings

and ideas don't matter,

but yours do matter!

### **Aggressive**

Express own feelings, needs and ideas

at the expense of others!

### Assertiveness statement:

- **When you** – *correct me in front of the client*  
= your behaviour
- **I feel** – *uncomfortable and embarrassed*  
=express your feelings
- **Because** – *I want the client to be relaxed and have confidence in me*  
= why upset
- **So please** – *could you correct me in private next time*  
= respectful request!

### Countdown to confrontation

- Write a script – use connecting language eg avoid “But” instead try “and on the other hand”
- Define your goal
- Describe the problem in behavioural terms
- Clarify the issue to yourself – get support
- Pick your battles
- Choose time and place

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### **During the confrontation**

- Relax and keep your body language and voice strong and wait out silences. Less is more.
- Try using some of the “Calming the nervous system” techniques like slow breathing and feeling the sensations in your feet. Staying calm is imperative.
- Start with ‘bonding’ then use your script eg “I appreciate.....and on the other hand.....When you...I feel...because....”
- Avoid absolutes and old history
- Take responsibility and hear their side too. Reflect to show understanding.
- Don’t try to win, find common ground
- Keep your anger on a leash and don’t counter attack.

### **Handling the response – Expect a challenge**

- Don’t get drawn into a fight – if you find yourself arguing, reflect and then restate your message.
- Persist like a cracked record – you may have to calmly ‘rinse and repeat’ a few times. Each time do a bit more empathy and reflection to maintain rapport.
- When insults are directed at you, don’t ‘drink the poison’, it’s likely they are upset for more than one reason and it may not be about you.

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