

# Assertiveness Workshop

Presented by Student Support  
Services at Pitt Community  
College

# Resiliency Quizzes

When you have time, go to one of the following websites to test your own resiliency.

[http://www.tgassociates.com/freetipsheets/  
HO-assertquiz.asp](http://www.tgassociates.com/freetipsheets/HO-assertquiz.asp)

[http://stress.about.com/library/assertiveness  
ss\\_quiz/bl\\_assertiveness\\_quiz.htm](http://stress.about.com/library/assertiveness_quiz/bl_assertiveness_quiz.htm)

# Four Different Types of Behavior

- Assertive
- Passive
- Aggressive
- Passive-Aggressive

# Assertive behavior

- Standing up for your rights without infringing on the rights of others.
- “I win; you win”

# Passive/Nonassertive Behavior

- Giving up your rights and deferring to the rights of another person.
- “I lose; you win”

# Aggressive Behavior

- Standing up for your own rights without regard for others.
- "I win; you lose"

# Passive-Aggressive Behavior

- Acting out aggressive impulses in an indirect way, often by manipulation.
- Examples: "I'm sorry I forgot to call; I didn't think it was that important."  
"It's fine if you can't help with the project; I'll just have to do everything myself, as usual."

- Read the following situations and think about how you would react in each one.
- Now decide which category your reaction would fit into.

(Passive, Aggressive, Assertive, or Passive-Aggressive)

## Situations:

- Your friend offers to give you a ride and is half an hour late.
- Your friend offers to give you a ride to a job interview and is half an hour late and you miss the interview.
- Your next door neighbor is playing their stereo so loudly that you can't study.

## More situations:

- You are in line at the movies and some people cut in front of you.
- You get a "C" on a test but think that you deserve a "B".
- You are in a restaurant and your food is not hot enough.

# Assertive Listening

- Let the other person know that you want to understand his/her point of view.
- Understand accurately what the other is saying.
- Let the other know that s/he has been understood. \*This doesn't mean that you have to *agree*!

## Examples:

- "I'd like to hear your views on..."
- "Could you tell me about..."
- "I'm confused about your stand on..."
- "What does the situation look like from your perspective...?"

## Listen for accuracy

- Requires concentration and full attention.
- Relax and clear your mind before listening.
- Ask questions as they come up.
- Give feedback (nodding, leaning in, etc.)

- Test whether or not you have understood the other party by summarizing your understanding of what was said and asking for verification. This also lets the other person know that they have been understood.

# Examples:

- "If I understand you correctly..."
- "Is that what you meant?"
- "I heard you say \_\_\_\_\_. Did I understand you correctly?"
- "Your view is \_\_\_\_\_. Is that right?"

# Nonverbal Assertiveness

Even when we are not speaking, we are communicating.

## Examples:

- Eye contact – shows your interest in listening
- Posture – communicates messages about your confidence, how you expect to relate to others, your energy level, and your emotional state
- Facial Expression – tells others the degree to which we are alert, interested, in agreement, or relaxed.

- Think about the situations you encounter where you would like to be more assertive.
- Develop an action plan: what will you do differently in the future in order to be more assertive?