

Braving it Without Bulldozing it

Assertive communication for a win-win result.

Presented by
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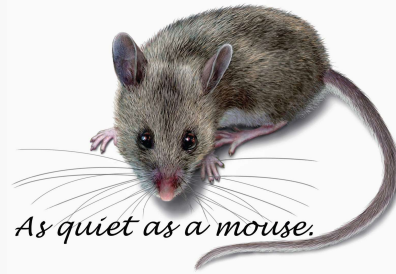
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My Story



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Another Story



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Communication is Negotiation

Passive

Being subjected to an action without producing a reaction. Often seen as soft, weak, or lacking opinion.

Others' Needs

Your Needs

Aggressive


Takes action without concern for others' needs. Often seen as an attack, pushiness, or instigation of conflict

Assertive


Boldly self-assured and confident. Often seen as firm but kind.

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Building Empathy



Passive



Assertive



Aggressive

What assumptions and beliefs might be true for them?

Think

What is actively communicated in writing or verbally?

Speak

What might they be feeling?

Feel

What actions do they take that you can see?

Do

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Communicating Assertively

Facts are free from judgment and don't assume intent.

Emotions words express a feeling that is usually an indicator of a met or unmet need.

When <specific observable facts occur>


I feel <emotion word>

Because <thoughts, beliefs, stories, judgments, met or unmet need>.


Would you be willing to <request>?

Requests Have three parts

- Clear, concise, positive action
- Immediately actionable
- Can be answered with a no, yes, or counteroffer

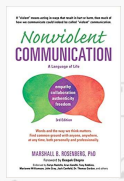


If you express your feelings starting with "I feel that" or "I feel like" you are expressing the stuff that comes after because.



There are two kinds of requests:
Inquiry – to get information
Action – to get something done

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The Hardest Part – Facts vs. Opinions

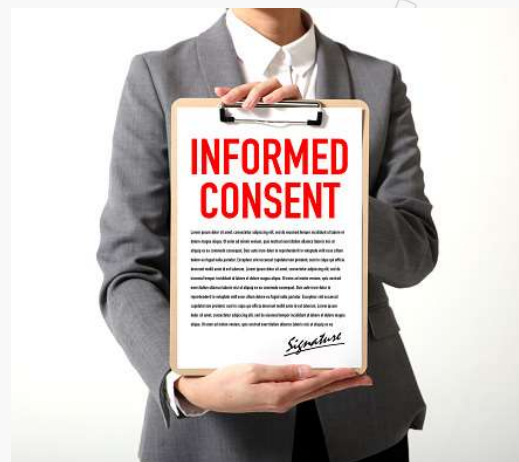
- Would anyone looking at this situation see or hear the same thing?
- What is the evidence that led me to believe this?



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Consent Matters

- Tell people your motives
- Ask permission first
- Give all the relevant information
- Let people know they can say no, yes, or counter-offer



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Listening – the other side of communication

- Listen without needing to respond
- Ask powerful and open-ended questions
- Reflect what you hear
- Accept their perspective as truth



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Responsibilities in Communication

You have a responsibility to set the environment so that others feel safe to express themselves.

Others' Needs

Your Needs

You have a responsibility to communicate your perspectives, feelings, needs, and thoughts so others are aware.

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Psychological Safety



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Make the elephant in the room work for you