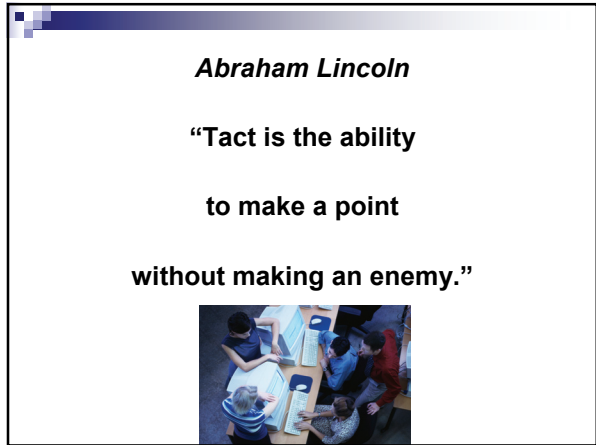


Welcome

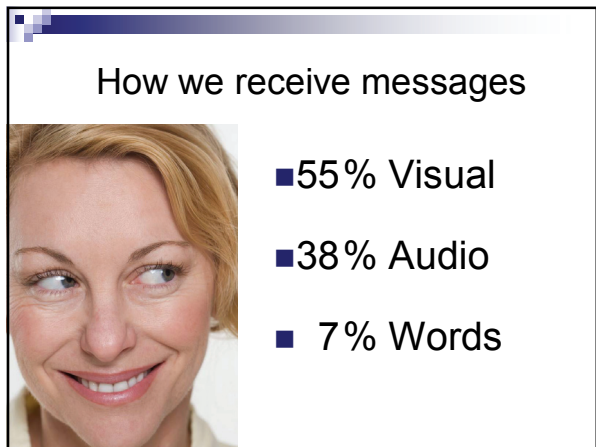
Assertive Communication
with Cathy Liska



Abraham Lincoln

**“Tact is the ability
to make a point
without making an enemy.”**





How we receive messages



- 55% Visual
- 38% Audio
- 7% Words

Listening Skills

- Listen First
- Active Listening
- Rephrasing
- Reflective Listening




Scale of Human Communication Styles

Passive	← Passive/ Aggressive →	Aggressive
<i>Violates Own Rights</i>	<i>Violates Rights of All</i>	<i>Violates Others Rights</i>

Learned Skill: Assertive
Respect for Rights of All

Don't Say

- Don't feel that way...
- I told you
- You
- Always
- Never
- But or however
- Why
- I know or You Know
- I understand
- You need to...



Do Say

- Being upset makes sense
- Feel, Felt, Found
- I can see there is a problem
- I wasn't aware of that
- I..., When..., Because...
- Let's look at options





- Stop Focusing on the Problem



- Start Focusing on the Solution

Assertive Communication

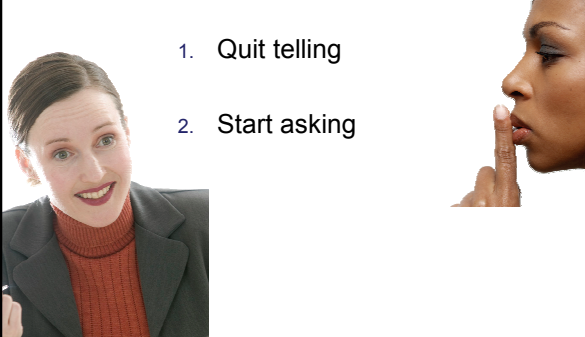
Focus on action terms

1. Where are we now?
2. Where do we need to go?
3. What are the action steps to get there?
4. How can this be prevented in the future?



Assertive Communication


1. Quit telling
2. Start asking



It is okay to say No!


- I simply cannot do that.
- Perhaps ___ is the person to assist you on it.
- I would be open to trading time to assist.

If this is a lack of proper planning, it is theirs not yours. Bailing others out teaches them that the bailout is an option!



Conflict Management

1. Everyone has a chance to talk
2. One list of issues, they decide discussion order
3. (They) generate solutions
4. Actions steps and a timeline
5. Ask: Written agreement?
6. Destroy notes



Negotiation

- Listen first
- What do they need
- Maintain multiple issues
- Ask them for a number first
- Know your bottom line / need
- Be willing to walk away

