

## Assertiveness Webinar – 16th September 2020 (7.30-9.0pm)

### Goals

1. To understand what assertiveness means
2. Understand the differences between assertive, passive, passive aggressive behaviours
3. Be aware of personal safety issues related to assertive behaviours.

We know that within western culture women have not be taught that assertiveness is a good thing. Instead you may have been encouraged to ignore your **wants** and **needs**.

It is difficult to be assertive if we have had little modelling or practice.

This webinar will help women gain an understanding of Assertiveness and what it means

A statement that best describes Assertiveness:

ASSERTIVENESS is the quality  
of being SELF-ASSURED and  
CONFIDENT without being  
aggressive

### Assertiveness & Safety

Assertive behaviour – have you been taught or encouraged to be assertive

Is it safe to be assertive now?

How would others in your life act if you tried to be assertive?

If you are still in an abusive relationship it has some risks

### Assertive Definition

- Respectful messages
- Clear communication
- Directness
- Accepts responsibility
- Uses “I” statements
- Saying “No” is acceptable
- Understands wants are OK, even if not met
- Willing to state feelings
- Thinking about yourself
- Good self-care
- Confident
- Willing to state feelings

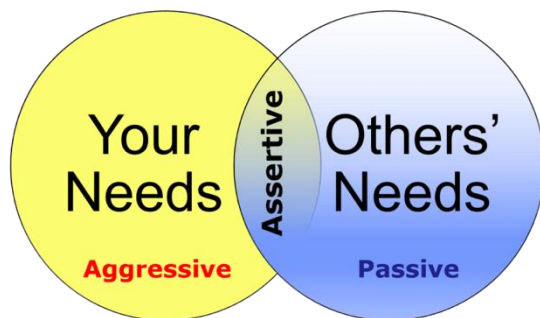
## Assertiveness

“To be **passive** is to let others decide for you”

“To be **aggressive** is to decide for others”

“To be **assertive** is to decide for yourself. And to trust that there is enough, that you are enough” - Edith Eva Eger

## Passive/Assertive/Aggressive

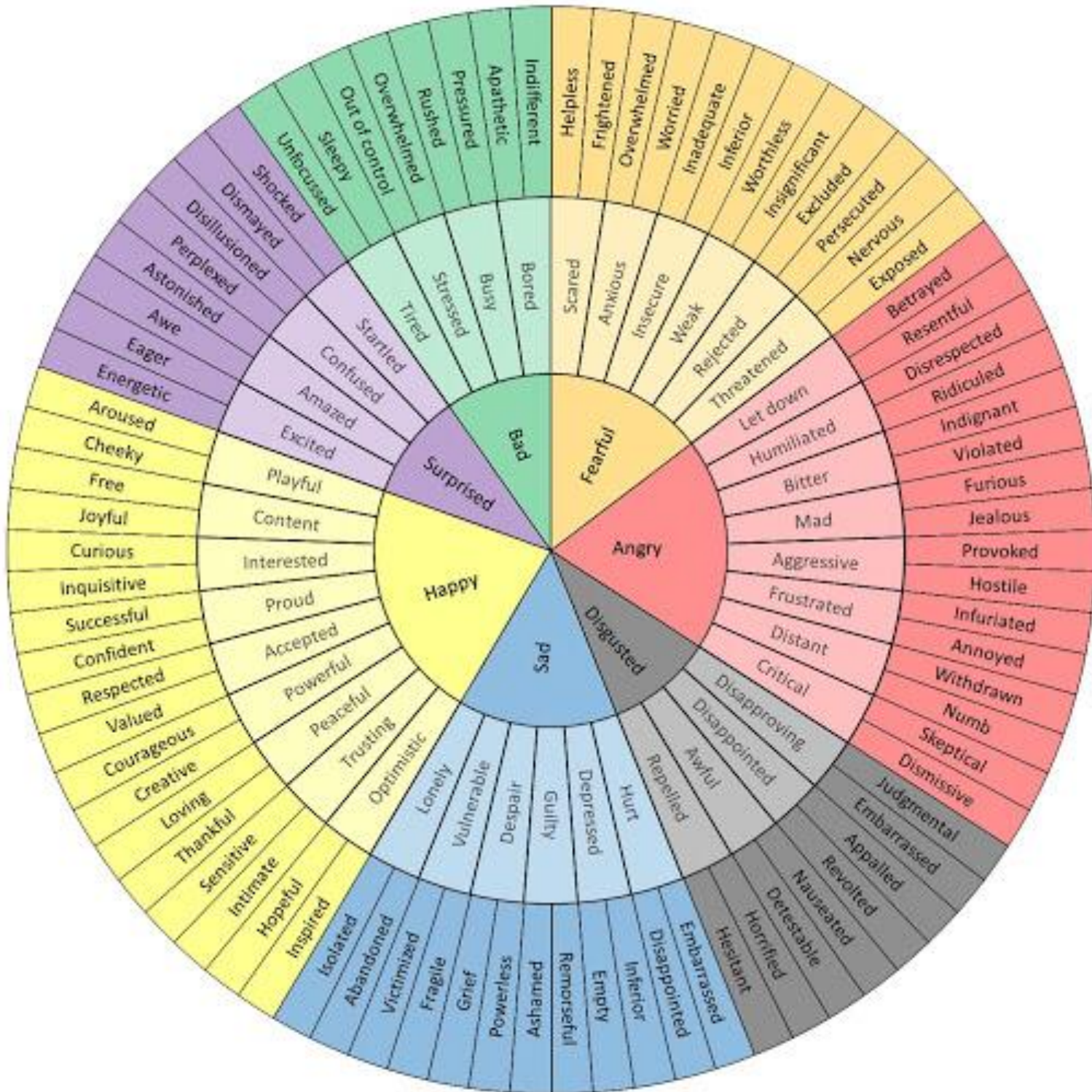


## Assertiveness situations

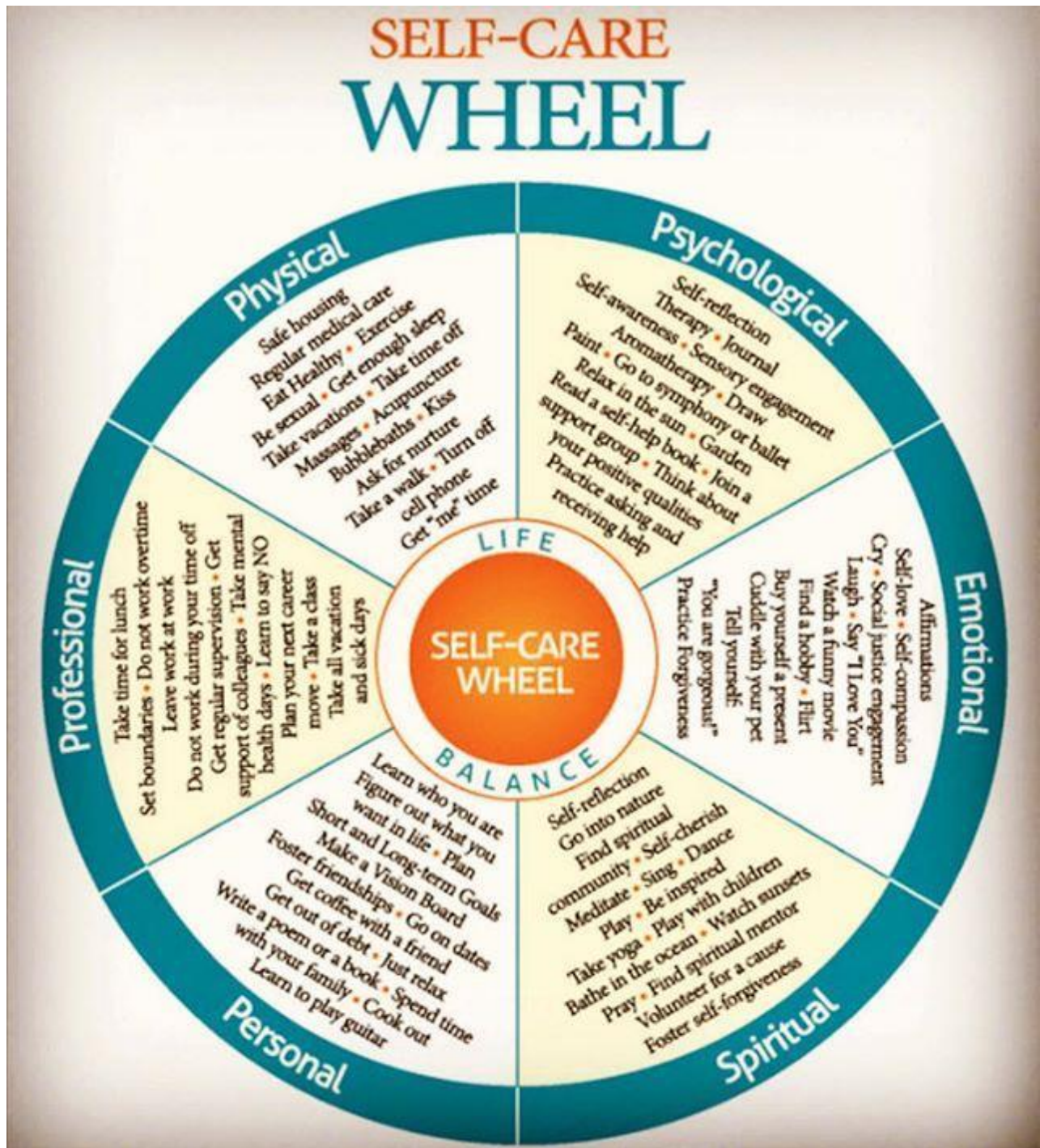
It is a difficult for me to be assertive when.....

- Friends use their authority or position over me
- I want time to myself
- A problem happens that needs to be address

## FEELING WHEEL



**SELF-CARE WHEEL**



## Passive, Assertive & Passive Aggressive Behaviour

Passive	Aggressive	Passive-aggressive
Giving in	Creates conflict	Mean spirited
Doormat	Abusive	Intentionally forgetful
Quiet	Intimidating	Resents others
Few opinions	Blaming	Negative
Isolated	Hostile	Faults others
Avoids conflict	Forceful	Feels unjustly treated
Taken advantage of	Inappropriate anger	Lacks responsibility for own behaviours
Rights are relinquished	Demanding	Wants needs "guessed" by others
Wants are not OK	Attacking	Hurts through silence
Too agreeable	Getting your way	Simmering volcano
Doesn't "rock the boat"	Derogatory name calling	Builds anger and resentment
Others needs come first	Sabotaging	Uncooperative
	Sarcasm	
	Frequent yelling	
	Threatening	



## Verbal language

- How shall we do this?
- I think.... what do you think?
- I would like...
- Let's...

## Body language



## Direct Aggressive behaviour

- Angry
- Bossing
- Frowning
- Hitting
- Offending others
- Intolerant
- Unbearable

## Indirect Aggressive behaviour

- Sarcastic
- Deceiving
- Ambiguous
- Manipulative
- Guilt -inducing
- Intimidating

## Submissive behaviour

- Shy
- Scared
- Helpless
- Embarrassed
- Indecisive
- Passive

Accusing language	Assertive language
"I want you to stop making me feel so angry"	"I felt really upset and hurt"
"I feel that you don't care about me"	"I feel lonely and disconnected from you"
"I want you to not be so mean"	"I want to be treated with kindness"
"I wish you wouldn't be so annoying and loud"	"I have a hard time focussing when there's loud noises"

### 3 Ways to Practice Assertive Communication

**Say what you mean.**

The hallmark of assertive communication is being open and honest with our thoughts, balanced by care and concern for the other person.

**Reflect on your conversational status.**

Assertive communicators self-monitor during conversation to observe if respect is present on both sides.

**Practice empathy often.**

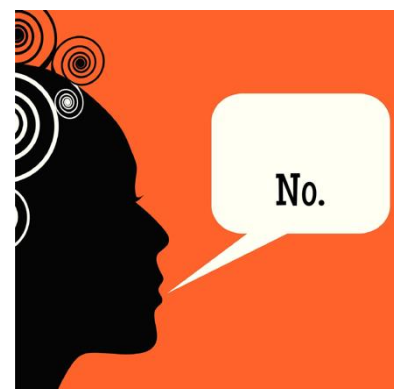
Treat others the way you would want to be treated—which is often called the Golden Rule. (Luke 6:31)

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### Learning to say "No"

If you find it difficult to say "no", then perhaps try some of these statements:

- "I can get back to you"
- "Can I think about it?"
- "I know I'll probably kick myself, but "No"



### Benefits of being assertive

- Personal power
- Internal well-being
- Self Respect
- Feelings of independence
- Improved boundaries
- Mature behaviour
- Meeting ones's own needs

## Negative consequences of being assertive

- Upsetting the status quo
- Immature behaviours by others
- Revengeful responses by others
- Aggressive reactions by others
- Blaming behaviours by others
- Inappropriate anger by others
- Abuse of any kind

## Assertiveness Tips

**Respect yourself.** Your needs, wants and rights are as important as anyone's else's. It is fine to express what you want, so long as you are respected towards the rights of others.

**Express your thoughts and feelings calmly.** Giving the silent treatment, yelling, threatening, and shaming are all great examples of what not to do. Take responsibility for your emotions and express them in a calm and factual manner. Try starting sentences with "I feel...."

**Plan what you're going to say. Know your wants and needs, and how.**

## Assertiveness Situations

- It is important for you to identify situations where you are unable to be assertive
- identify the person related to the problem.
- Create a plan of how to use assertive statements

"I've been feeling frustrated about doing most of the chores around the house. I understand that that you're busy, but I need help. How can we make this work?"

***The person takes responsibility for their feelings without blaming, and clearly describes their needs.***

## Assertiveness Plan

When I feel \_\_\_\_\_ because of \_\_\_\_\_  
I need to \_\_\_\_\_ and I want \_\_\_\_\_

## Typical feelings related to a lack of assertiveness:

Used	Hurt	Intimidated
Selfish	Boastful	Afraid/Scared
Unworthy	Annoyed	Bothersome
Embarrassed		



## Comparing Assertive and Aggressive Behaviour

<b>Assertiveness</b>	<b>Aggressiveness</b>
You express your needs, wants and feelings with trespassing the rights of others. You are HONEST, SINCERE & DIRECT	You express your feelings and needs at the expense of others. You violate the rights of others and try to dominate.
<b>Why the need to be assertive?</b>	<b>Why be aggressive?</b>
To set boundaries. To request and obtain respect from others. To keep your self-esteem and a feeling of empowerment. To create honest, healthy relationships.	You are angry and you want to achieve your goal. You are not interested in other people's feelings.
<b>What you get?</b>	<b>What do you get?</b>
You gain respect and feel proud and in control of your life. You choose the people that support you from among the ones that respect your boundaries. You learn to protect yourself from abuse.	You still feel angry, guilty and hungry for control. You are abusive to others, and can become violent. You end up destroying relationships.



Note: Developed by the Domestic Abuse Intervention Project, Duluth, MN. Reprinted with permission.



## Signposting to Specialist Support

Women's Aid  
Respect (for perpetrators)  
Men's Advice line (for male victims)  
London LGBT Abuse Partnership  
Local authority domestic abuse pages  
Victim Support  
Rights of Women  
Local Advocacy Services  
Hestia Bright Sky app  
Southall Black Sisters  
Jewish Woman's Aid  
Samaritans/Maytree  
Surviving Economic Abuse

## National Domestic Violence Helpline 0808 2000 247

### Signposting Organisations

- National Domestic Violence Helpline
  - information and advice
  - 0808 2000 247
  - [www.nationaldahelpline.org.uk/](http://www.nationaldahelpline.org.uk/)
- Rights of Women
  - free legal advice
  - 020 7251 6577
  - [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)
- London LGBT Abuse Partnership
  - advice and therapeutic services
  - 020 7704 2040
  - [www.galop.org.uk/domesticabuse](http://www.galop.org.uk/domesticabuse)
- Shelter
  - advice for people with housing needs
  - 0808 800 4444
  - [www.shelter.org.uk](http://www.shelter.org.uk)
- Samaritans
  - 24/7 emotional support
  - 116 123
  - [www.samaritans.org](http://www.samaritans.org)
  - [jo@samaritans.org](mailto:jo@samaritans.org)
- Victim Support Helpline

- emotional support for those affected by crime
  - 0808 1689 111
  - [www.victimsupport.org.uk](http://www.victimsupport.org.uk)
- Support Line
  - support for adults, young adults and children
  - 01708 765 200
  - [www.supportline.org.uk](http://www.supportline.org.uk)
- Men's Advice Line
  - helpline for men affected by domestic abuse
  - 0808 801 0327
  - [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)
- Respect
  - help for abusers
  - 0808 802 4040
  - [www.respect.uk.net](http://www.respect.uk.net)