

# How to be assertive?

## #1 Assertiveness and non-assertiveness- where is the border?

### You will discover:

- How to judge if you are being assertive?
- What are the causes of non-assertive behavior?
- Is assertiveness always the best choice?
- What do you risk acting assertively?
- What are the consequences of non-assertive behavior??
- When you can be assertive?

## #2 How to activate the courage necessary for assertiveness?

You will learn the 7 steps of effective activation of assertive behavior and you will learn::

- **Where to start** – the first step to assertiveness
- How to stop unfavorable situation for you?
- How to choose the right technique?
- How to make the right decision and choose the best option?
- How to start acting assertive and assertively communicate your opinion, express your needs or how to refuse assertively?



Have any questions?  
Feel free to contact us.

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### #3 Assertiveness techniques – how to effectively refuse?

You don't like to refuse? You are concerned about the other person's reaction to your refusal? Do you often agree to someone's request automatically, and then you have a grudge against yourself? You will learn how to change your refusal attitude and express 'no' in an assertive way by:

- **Assertive Denial Technique** – when you are convinced of your decision and you want to firmly refuse.
- **Assertive Postponement Technique** – when you don't know yet how you want to act, what to answer, and you want to make an informed decision.
- **Technique of alternative™** - when you want to diplomatically demonstrate the value of your solution and make someone aware of the consequences of the choice
- **The Broken Plate Technique** – when the interlocutor doesn't accept your answer, request and continues to force his goal, and you want to take care of your interest..

### #4 Assertiveness techniques – how to react to criticism, attack and manipulation?

Do you consider critical comments personal? Do you react to the attack with an attack? Or maybe you defend yourself and explain like you were guilty although you don't feel guilty at all? You will learn the appropriate approach to the interlocutor in the event of criticism, attack and manipulation, as well as appropriate response techniques thanks to:"

- **POP Rule™** - when someone approaches you in a way that you don't accept
- **Open Door Technique**– when someone insults you, humiliates you, makes fun of you – on forum or in private, and you want to maintain your authority and move efficiently to solving the problem.
- **Jujitsu Technique** – when the interlocutor criticizes you in a non-constructive way.
- **The Cards on the Table™ Technique** – when you deal with manipulation, you can feel it, although you are unable to directly accuse him/her of anything, and you want to be in harmony with yourself.