

THE WHYS & WAYS OF ASSERTIVENESS AT WORK

Charity Village Webinar (May 31, 2018)

With Eileen Chadnick

Big Cheese Coaching



Hello!

Inspiring Personal, Professional, and Organizational Well-being.

- *Certified Coach (since 2003) / Big Cheese Coaching*
- *Communications professional since 1990*
- *EQi Certified*
- *Core Coach – Conversational Intelligence®*
- *Author of "Ease: Manage Overwhelm in Times of Crazy Busy"*
- *Globe and Mail Contributor (since 2007)*
- *Cat lover/ad hoc golfer / 30+ years of running/now plodding*



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Do You Ever Wish You Had Said....

"I WISH I WOULD HAVE SAID....."



Do You Know People Who Have a Knack...

FOR GETTING WHAT THEY WANT?

**Yet are NOT considered brash or
aggressive?**

(or perhaps you know a few who ARE
brash and aggressive?)



Today's Agenda: Assertiveness at Work (and in life)

WHY – It Matters

WHAT -- Assertiveness Explored/Defined

WAYS – HOW (Skills, Tips)

QUESTIONS



MEET SOME PEOPLE....JO, MAX, ANNICK

Can You Relate?

Questions to Reflect on:

When have you been held back at work (or in life) because you didn't assert yourself?

How often do you shy away from voicing different opinions – or taking a stand?

When you need or want something that is important to you do you proactively and directly make requests for it?

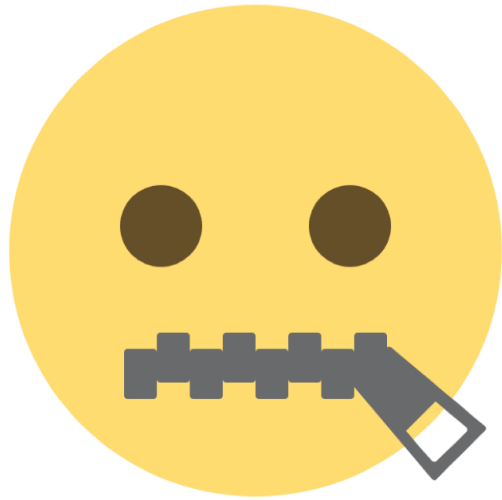


And a Couple More.....

How much credence do you give to your own feelings and views vs. deferring to those of other's first?

How often do you say 'yes' when you want to say 'no'? Addicted to the 'Yes Habit' ?





**SILENCE
IS NOT
ALWAYS
GOLDEN**

Where (and Why) it Matters...

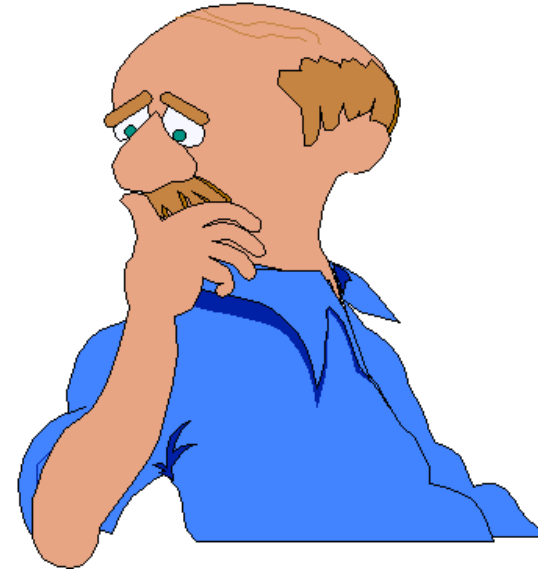
- Seeking a promotion – or recognition for your work
- Building trust (in you, your efficacy, etc)
- Managing relationships – employees, colleagues, clients and supervisors
- Fundraising conversations
- Advocating on behalf of yourself, your org, an idea or position
- Managing diverse views (boards, committees, etc.)
- Balancing your workload
- **MAKING THINGS HAPPEN!**
- ...and more

WHAT HOLDS YOU BACK?
(type your answers in chat box)

What Holds You Back?

Common Responses:

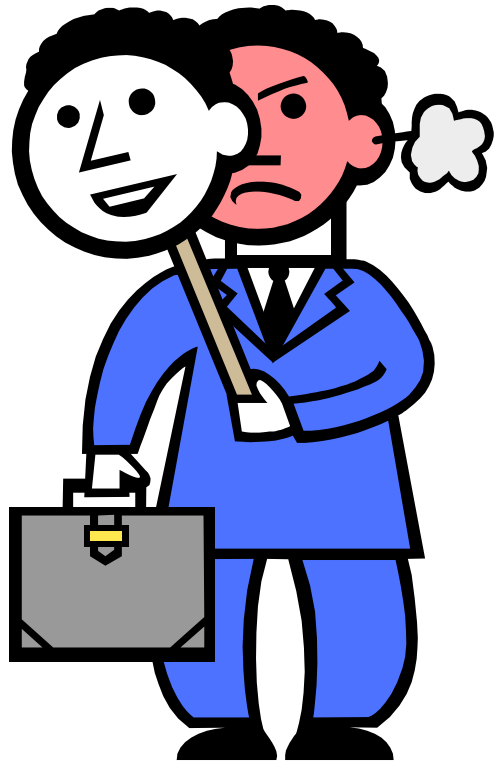
- *Easier to stay quiet.*
- *Less effort (why bother).*
- *Less risk. I don't want to rock the boat.*
- *Takes courage that I don't feel I have.*
- *I don't want to be seen as aggressive.*
- *Don't know what to say.*
- *Other....*



WHY - It Pays to Make the Effort....

1. Get more of what you want and need
2. Be known and understood
3. Be respected and trusted
4. Be valued for leadership ability/potential
5. Contribute and make a difference
6. Develop more confidence and self regard
7. Be happier and more fulfilled





As Importantly...

You Get to Be You!

A better, more self-expressed, authentic version of you.

BEFORE WE GO ON.....IT'S NOT THIS.



It's More Like This.



Be Assertive, Not Aggressive.



- Being able to stand up for yourself
- Making sure your opinions and feelings are expressed and considered
- A constructive and respectful way of communicating and behaving so others know and understand you

A continuum of skill-level
that can be developed

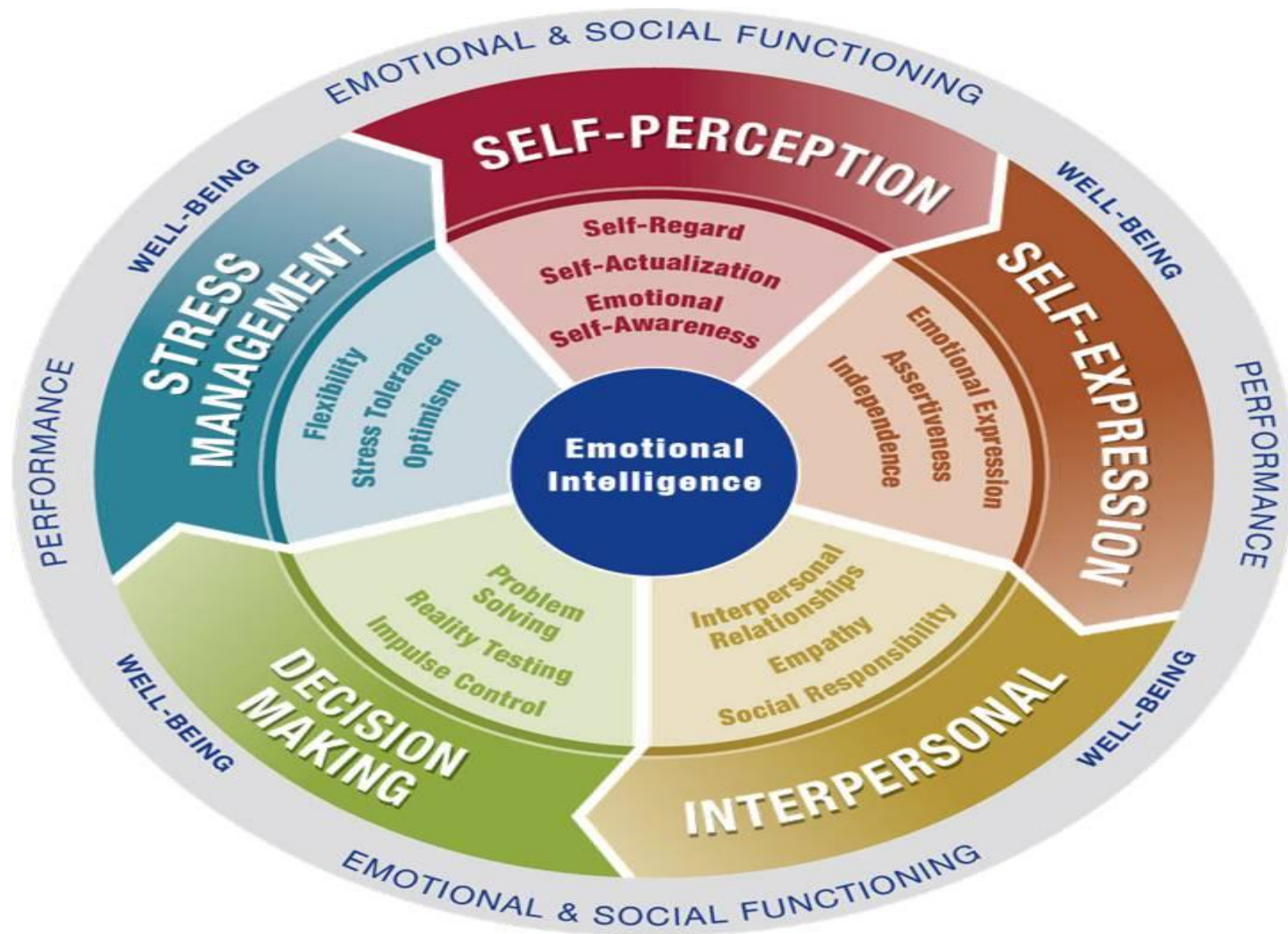
Assertiveness + Emotional Intelligence

The ability to express feelings, beliefs and thoughts and defend one's rights in a non-destructive manner. There are three elements to this definition:

- 1) the ability to accept and express feelings;
- 2) the ability to express beliefs and thoughts openly even when it is emotionally difficult to do so;
- 3) the ability to stand up for personal rights without being aggressive or abusive.



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Big Cheese
 COACHING

Okay, We're Convinced....

SO, TELL ME HOW....

Emotional
Intelligence
&
Conversational
Intelligence®

Innate & for
Development →

Self Awareness

Judgement + Discernment

Courage

Communications

Inside Game First. Then Take it Outside

INNER GAME →

- Awareness of / and how you navigate your own thoughts, feelings, beliefs
- Accepting your thoughts, beliefs, feelings as valid and important
- The boundaries you establish – first to yourself
- Commitment
- Courage



← OUTER GAME

- How you express your thoughts, feelings, beliefs
- The boundaries you communicate to others
- Words (and tone) create worlds.
 - Verbal, non-verbal

1. Notice

2. Discern

3. Decide/Commit

4. Courage

5. Express



5 Steps....

Notice

Discern

Decide/Commit

Courage

Express



**Notice +
Discern.**

Blind Spot: We Make Stuff Up (Our 'Stories')

- What's at play with your own thoughts, feelings, beliefs?
- What internal dialogues are impacting your state of mind?
- What stories are you telling yourself? Internal movies?
- How do you know if they are true?



Inner Critics Running the Show (the 'cast')?



IT'S COMFORTING TO KNOW I'M NOT ALONE
I HAVE MY INNER CRITICS WITH ME.

- Don't rock the boat!
- Who are you to _____?
- No one will listen anyways.
- I hate conflict
- You aren't ready for that yet.
- "No" is bad. "Yes" is good.
- I won't be liked.
- I'll be seen as a @#@# disturber!
- Yada, yada, yada

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Pause. Notice. Then Discern.



IT'S COMFORTING TO KNOW I'M NOT ALONE
I HAVE MY INNER CRITICS WITH ME.

1. Learn to slow down the 'fast,' reactive, 'judger' brain.
 2. Notice when your inner critics* show up in the moment and sabotage your better thinking.
- *exaggerated voice of doubt/limiting beliefs
3. Learn to distinguish between your inner critics/limiting beliefs and your voice of reason.

The Noticing Exercise

- Identify a situation that calls for you to take a stand; make a request (assertiveness)
- What's your internal chatter?
- Name the inner critics
- What beliefs, thoughts, assumptions are at play?
- Challenge the assumptions...and discern: Are they true or coming from the voice of limiting beliefs?
- Are they holding you back or empowering you?

NEXT → Make a choice with that new awareness....



HELPFUL QUESTIONS

- *What evidence do I have that my fears/thoughts are true?*
- *How does this perspective serve me? Or others?*
- *What's the potential impact and ripple effect (on me and/or others)?*

Notice

Discern

Decide/Commit

Courage

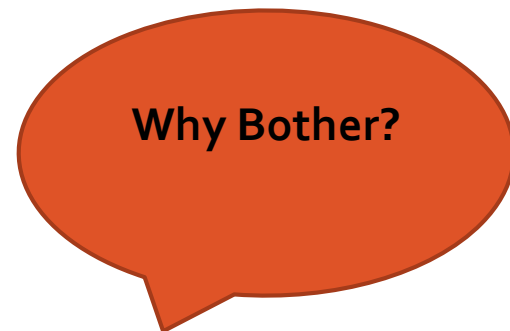
Express



Decide.
Commit.

Decide + Commit

- Decide if this matters enough
- Reflect on your highest priorities and values
- Know your boundaries
- Pick your spots
- Commit



Notice

Discern

Decide/Commit

Courage

Express



Courage

Where Do You Get Your Courage?



What We Know About Courage

- It comes from inside. You just need to activate it.
- One micro moment at a time.

Psychological Fuel...

"Of all our basic virtues, courage is the one that helps us to live exactly the way we want and provides the psychological fuel we need to create, take risks, help others, and face hard times... Courageous action is humanity at its finest. "

Robert Biswas-Diener, author of The Courage Quotient (and more)



A Powerful Question:

Am I Capable of 5 Seconds of Courage Right Now?

(Drew Dudley, MC at TedX Toronto – and many others!)



Notice

Discern

Decide/Commit

Courage

Express



Well Said.
Express.

As You Consider Your Words...Keep in Mind:

- **Transparency**
- **Relationship**
- **Understanding**
- **Shared success and aspirations**
- **Testing assumptions**



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TRUST:



- **TRUST:** *How can I create a safe environment, be more transparent about desired outcomes, and share threats that may stand in the way?*
- **RELATIONSHIP:** *How can I establish rapport; prime the conversation for mutual trust, openness, and respect?*
- **UNDERSTANDING:** *How can I step into the other person's shoes and see the world from their eyes: share what is on my mind, stay open and non-judgmental?*
- **SHARE:** *How can I/we paint a picture of shared success – not just my success? How can I lower my 'attachment to being right', and elevate my curiosity about what is possible?*
- **TEST:** *How can we identify Reality Gaps, and stay open to test assumptions?*

Helpful Distinctions

- Request -- don't demand.
- Clarify -- don't muddle.
- Enroll -- don't enforce.
- Initiate -- don't wait.
- Respect -- don't neglect.



A Few Ideas....Words Matter

- **Trade or Make Another Offer:** *While I don't have the time to chair the committee, I'd be happy to offer some ideas. Would that be of help?*
- **Be Responsible. And Enroll.** *I understand the importance of this. And know that if I say yes to this assignment, the other work will have to be delayed. Are you okay with that or should we ask someone else?*
- **Appreciate, Respect and Make Space for All Views:** *I recognize we have different views and appreciate where you are coming from. Would you be open to hearing another perspective? I'd like to share mine as well.*
- **Be Direct AND Enrolling:** *I would like to make a request that you consider ____; how do you feel about that?*
- **Prime for Listening:** *Would you be willing to hear me out.....*
- **Share Success:** *Let's see if we can find a way that we can both (all) feel good about.....*



Beyond the Words: Tone + Intent Matters

- Facial expression
- Body language
- Pay attention to your pace
- And your own listening
 - There's even 'tone' to your listening...
 - Are you truly hearing
 - Are you open
 - Are you respectful
- Authenticity comes through!

Notice

Discern

Decide/Commit

Courage

Express



Choose one or two conversation opportunities you can focus on in the next week.

Set an intention to focus and practice

Reflect on how it went

Refine...practise

Remember assertiveness skills can be developed

With practice you'll develop more fluency and new habits.....And get more of what you want!



**Practice. One
Conversation
at a Time**

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