Confidence and Assertiveness Skills for Women Participant Notebook

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ROCKHURST AUDIO

CONFERENCE SERIES,

A DIVISION OF ROCKHURST UNIVERSITY CONTINUING EDUCATION CENTER, INC.
Build Confidence and Communicate Assertively

What Is Confidence and Why Is It So Important?

1. Confident people have credibility.

2. Confident people make clear statements of wants and desires.

3. Confident people know the direction in which they are moving.

4. Confident people can go where no others can go – the winners circle.

Why Are Some People Confident While Others Are Not?

- Socialization

- Behavior styles

- Introverts and extroverts
Release Emotional Baggage That’s Been Holding You Back

Handle your “what-has-happened-in-my-life-to-define-me” baggage.

Step 1  Acknowledge it.

Step 2  Own it.

Step 3  Talk to someone if the baggage is exceedingly heavy.

Step 4  Move forward and pack lighter bags!
What Does Confidence Look Like and How Do You Show It?

Feel Renewed Confidence in Your Ability to Communicate Assertively With Anyone

1. Personal thoughts and beliefs
   - Experience → thoughts → positive or negative
   - Multiple experiences > thoughts and beliefs > positive or negative

2. Self-talk

3. Self-control

4. Personal communication style – make it more powerful
   - Understand the difference between assertive, passive, and aggressive communication.
   - Develop a personal tool box.
     a. Voice
     b. Nonverbal messaging
     c. Words
        — Speech patterns
        — Tentative language
        — Syntax
Develop Your Confidence

See Possibilities Where Others See Only Obstacles and Problems

- Initiate contact — this feeds your confidence.

- Confidence doesn’t mean your fears will be gone or that you’ll never have difficulty communicating.

- Confidence does mean that you respect what you stand for and have the guts to say what is in your heart!

- Have the courage to question.

Find Your True Voice

- Speak up, stand up, and take a risk.
- Be different and be heard.
- Don’t rely on old patterns and behaviors.

Realize That Confidence Has an Appetite — Feed It!

- Provide yourself with training and motivation activities.
- Surround yourself with assertively confident people.
- Join groups and associations with other positive people.
- Realize that your confidence level today probably won’t be what you need in the future – focus on continuing to grow and develop your confidence.
Handle Difficult Workplace Situations Tactfully

Address Conflict With Greater Ease

• Become an expert listener.

• Expect the best of yourself.

• Express your opinions without violating the respect of other people.

• Demonstrate energy.

Win Verbal Confrontations

1. Recognize that the more confident and assertive you become, the less need you have to protect yourself verbally.

2. Don’t overexplain.

3. Hold your ground, but maintain a professional, courteous attitude, and be nice!

4. Keep the focus on the issue, not the personalities.

5. Show respect for the other person.

Move Forward With Less Stress

• Don’t allow past mistakes and bad habits to hold you back.

• Keep in mind that other people will remember how you said something more readily than what you actually said.

• Focus on the four to six successful encounters you have had and keep doing it right!
Dare to Dream by Fully Imagining the Life You Want

You Can Have It — NOW!

1. Identify your habits and change them.

2. Establish your action plan.

3. Follow up.

Change Your Focus

• We make our living at work but our lives at home. The purpose of going to work every day is to make a living and to increase our quality of life.

• Fulfillment is internal. We get our joy, affirmation, confirmation, and understanding from home.

• When we truly understand this, our egos are not as big and our emotions are not as exposed at work.
Take Action

New ideas and techniques I will begin to do today …

Things I will quit doing …

My ultimate goal is …
Dear Customer,

You are a valued customer and to say “thank you,” we have included the following as a bonus for you. We believe you’ll find it helpful as a job aid or to further your knowledge beyond today’s broadcast.

Thank you,

Susan Enyeart
Director, Curriculum Development
Verbal and Nonverbal Components of Behavior
Bonus Materials
# Verbal and Nonverbal Components of Behavior

<table>
<thead>
<tr>
<th>Types of Verbal and Nonverbal Behavior</th>
<th>Nonassertive</th>
<th>Assertive</th>
<th>Aggressive</th>
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<tbody>
<tr>
<td>Nonverbal</td>
<td></td>
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<tr>
<td>General</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Using actions instead of words, hoping someone will guess what you want</td>
<td></td>
<td>• Attentive listening behavior</td>
<td>• Exaggerated show of strength</td>
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<tr>
<td>• Looking as if you don’t mean what you say</td>
<td></td>
<td>• An assured manner communicating caring and strength</td>
<td>• Flippant, sarcastic style</td>
</tr>
<tr>
<td>• Nervous gestures, stress</td>
<td></td>
<td>• Relaxed, alert</td>
<td>• Air of superiority</td>
</tr>
<tr>
<td>Specific</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice</td>
<td>• Weak, hesitant, soft, sometimes wavering</td>
<td>• Firm, warm, well-modulated, relaxed</td>
<td>• Tense, shrill, loud, shaking, demanding, superior</td>
</tr>
<tr>
<td>Eyes</td>
<td>• Averted, downcast, teary, pleading</td>
<td>• Open, frank, direct eye contact, but not staring</td>
<td>• Expressionless, narrowed, cold, staring, not really “seeing” you</td>
</tr>
<tr>
<td>Stance and posture</td>
<td>• Lean for support, stooped, excessive head-nodding</td>
<td>• Well-balanced, straight, erect, relaxed</td>
<td>• Hands on hips, feet apart, stiff and rigid, rude</td>
</tr>
<tr>
<td>Hands</td>
<td>• Fidgety, fluttery, clammy</td>
<td>• Relaxed motions</td>
<td>• Clenched abrupt gestures, finger-pointing, fist-pounding</td>
</tr>
</tbody>
</table>
## Interpersonal Dynamics

### Use vocal impressions to communicate the message
- Tone
- Pitch
- Volume
- Rhythm
- Projection
- Articulation
- Pace
- Rate
- Fluctuation

### Employ listening essentials
- Listen for meaning
- Take notes
- Ask questions
- Empathize
- Use and respect silence
- Set aside judgment

### Use appropriate gestures
- Direct eye contact
- Open stance
- Firm handshake
- Smile
- Nod head
- Check for distractions
- Touch appropriately
- Physical space
- Lean forward

### Check differences
- Values
- Background
- Emotions/reactions
- Stereotyping people
- Language/verbal expressions

### Overcome perception differences and be more flexible
- Use specifics
- Avoid stereotyping or labeling
- Check yourself
- Focus on current issues
- Set aside past experiences
- Look for commonalities
- Focus on facts, not opinions
- Look through their eyes
- Ask questions/dig deeper

### Handle disagreements and conflict
- Show respect
- Use specifics
- Keep responses and feedback constructive
- Be nonjudgmental
- Listen
- Offer support
- Ask questions
- Make suggestions for solutions, not criticism
- Compromise
- Agree to disagree

### Control the damage of mistakes
- Inform others
- Admit responsibility
- Identify the consequences
- Focus on only the facts
- Explain how problem was fixed
- Employ damage control
- Develop a prevention plan