

Assertiveness at work

Accord UK



Please remember to print this workbook on both sides and in black and white!

Excercise 1: True or false?

Decide whether the statements below are true or false. On your exercise workbook, mark each statement with a tick (true) or a cross (false) in the column on the righthand side.

| | |
|--|--|
| Assertiveness demonstrates self-respect and respect for others | |
| Passiveness is the mid-way point between assertiveness and aggression | |
| Assertiveness is inborn and can't be learned | |
| Assertiveness teaches confidence, not aggression | |
| Assertiveness is based on the idea that we all have a right to respectfully express our thoughts, feelings and needs | |



Exercise 2: Active listening techniques

The six key attributes from the listening wheel are listed on the left hand side of table below. In your exercise workbook write down what is meant by each in the corresponding column on the right hand side.



| Listening Attribute | Details |
|---------------------|---------|
| Summarise | |
| Attention | |
| Encourage | |
| React | |
| Clarify | |
| Reflect | |

Exercise 3: Saying what you think and feel

Read the scenarios in the left hand column – using assertive techniques, how would you respond? In your exercise workbook, write your answers in the column on the right hand side.

| Scenario | Example of an assertive response |
|---|----------------------------------|
| A work colleague who is more senior, but less experienced in a particular project than you, disagrees with your strategy and pushes for an alternative. | |
| A work colleague asks you step in for them at an early morning meeting, but you're unable to attend. | |
| After some impressive feedback, your boss asks you to take on an extra project that will increase your workload significantly and involves more complex skills than you have currently. | |



Exercise 4: Assertive word techniques

Which of the following are techniques that can help prevent interruptions?

| Scenario | Word technique (fogging or broken record) |
|---|--|
| <p>Person 1: "I don't want to attend the weekly team catch-up meeting as I'm really busy and don't find them that useful."</p> <p>Person 2: "I can see you're really busy at the moment, but I would like you to attend as weekly team catch-up meetings are important so we can all check-in with each other."</p> | |
| <p>Person 1: "You are 10 minutes late for our meeting this morning. Where have you been?"</p> <p>Person 2: "You're right, I am 10 minutes late. My last meeting overran due to circumstances outside of my control, but I will try to let you know I will be late next time."</p> | |

