

# **ASSERTIVENESS TRAINING**

**(How to Get What You Want)**

## **PROGRAM JOURNAL**

**By Cara Lane**

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## ASSERTIVENESS TRAINING (How to Get What You Want)

# PROGRAM JOURNAL

By Cara Lane

It has been said...“Assertiveness is not what you do, but who you are.”

So, who are you??

There are three kinds of people watching this video.

1. Those who know they are aggressive and have actually been accused of being “too much” when it comes to how they come across.
2. The next type of person watching this video is the passive person who knows they are too passive.
3. And then there is the person who can’t make up their mind on how they communicate. There is no consistency. This could even be called the Passive-Aggressive communicator.

Right now, you are going to find out that Assertiveness has Seven Essential Values to consider when communicating your views. Today I am going to teach you how to get what you want through assertiveness - because real communication matters.

There is a constant interchange that can be found in being Assertive. You will find those answers here!

### **Value #1: The Word Defined**

Assertive Value #1- The Word Defined = “It’s unclear really...The definition of Assertive depends on the person you talk to. Some see it in a positive light. Some know they need it. While others misinterpret it as an aggressive way of life. If everyone in the whole world could get on the same definition of Assertiveness it could be believed as the beginning of peace. I see Assertiveness as being able to express oneself with respect towards another person, exhibiting self-confidence with the goal of making a collective, positive interchange of thoughts. So let’s start from the beginning and understand the definition and psychology behind Assertiveness.” – Cara Lane

Let’s take it to the Journal: Value #1 – The Word Defined

What is your definition of Assertiveness?

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According to Michelle Poley, Assertiveness is standing up for your personal rights and expressing your thoughts, feelings and beliefs honestly, openly and directly without violating another person’s rights.”

If Assertiveness was taken away – who would you be? More Passive or Aggressive and why?

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Psychology behind:

Aggressive: I win – you lose

Passive: I lose - you win

Assertive: We both win

Passive/Aggressive: Seek Revenge and then deny a negative intent

Summarize the importance of Assertiveness for your own life and the world:

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## **Value #2: The Look Revealed**

Value #2 – the Look Revealed...It's simple really....Assertiveness has a certain LOOK! And this "look" must be practiced and understood. Did you know you might have credibility robbing gestures and mannerisms? Your behaviors, tone and body language often times speak louder than your words. It is important to be aware of your behaviors and what others may perceive them to mean.

Let's take it to the Journal: Value #2 – The Look Revealed

How have you seen assertiveness displayed incorrectly?

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How have you seen assertiveness displayed correctly?

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Jahari Window answers the question of who am I:

1<sup>st</sup> Window Pane = Only You Know

What does this pane represent?

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2<sup>nd</sup> Window Pane = You show others

What does this pane represent?

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3<sup>rd</sup> Window Pane = Only Others Know

What does this pane represent?

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4<sup>th</sup> Window Pane = No One Knows

What does this pane represent?

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Body Language, tone and behaviors matter!

Describe the behaviors of passive, aggressive and assertive of the body:

Facial Expressions:

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Eyes:

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Voice Tone and Pitch:

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Hands:

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Head:

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Whole Body Posture Review:

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## **Value #3: The Tough Talks**

Value #3: The Tough Talks = It's inevitable really...Tough conversations are going to be a part of our lives forever. Dealing with the threatening situation at hand is unavoidable. Sometimes a formula is all you need to move forward in the direction of your desires. There are certain principles that will guide every tough conversation that you have. A quick thought process will direct your communication success. In this section you will learn the techniques of confrontation, saying no and how to have the last word of assertiveness.

Let's take it to the Journal: Value #3 The Tough Talks

Take notes on the valuable lessons about these words:

I & We vs. You:

And instead of But:

What is the old method of confrontation known as the "sandwich technique?" and why is it incorrect?

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Confrontation Formula Clear the AIRR:

A – Agreement (based on a Fact)

I – Impact (What's not working)

R – Respect (Give and Get)

R – Response Desired (Know the desired outcome and give an action plan)

Remember!!! You can use this technique over and over!!! Just like the air we breathe.

Now try it for one of your life's tough conversations: Script out your approach

Agreement =

Impact =

Respect =

Response Desired =

Saying no is a vital part of Assertiveness. It's important that you check your pride before you say yes. This way you won't regret having to do something you committed to wrongly.

How to say no with the RUN Method:

R – Restate the Request

U – Understand the Circumstance

N – Notice what you Can Do

Now try it for one of your life's tough conversations: Script out your approach

Restate the Request =

Understand the Circumstance =

Notice what you can do =

Remember tough conversations are inevitable, but you now have the tools to make those situations easier. I wish you the best as you encounter life's harsh realities with a new found strength to be Assertive!

## **Value #4: The Emotional Equation**

The Value #4 – The Emotional Equation...It's understandable really...Emotions play a vital part in communication. Emotions help connect us together. Recognize the emotion in yourself and the other person. Emotional control is a skill that can be learned and that can increase your overall self-control in difficult situations.

Let's take it to the Journal: Value #4 – The Emotional Equation

Where emotions come from?

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When are you in a Denied stage of Fight or Flight?

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How do you control your Reaction?

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What do you want your Outcome to be?

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What to do with your anger?

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Walk through the steps of dealing with Anger:

1. Define the Emotion
2. Pinpoint the Source – Find the Positive Intention
3. Use the Positive Intention as your Communication Tool

Tell the behavior that you want to see, not the behavior you don't want to see.

Remember!!! Assertiveness is Emotional Intelligence!!!

## **Division #5: The Communication Rules**

Value #5 – The Communication Rule...It's complex really! Communication is not as simple as it seems. It's your responsibility to make sure your communication is clear and precise. Understanding your role is key. Define what you want the other person to understand by carefully selecting what you say and how you say it. Then make sure your message was understood. Be sure that you and the receiver are on the same page.

Let's take it to the Journal: Value #5 The Communication Rules

Encoding = Sender

Decoding = Receiver

Paint a clear mental picture and TAKE RESPONSIBILITY for communication.

Decoding:

Opinions

Judgment

Bias – personal – cultural – historical

Clear communication means you are on the same page with another person.



## **Value #6: The Considerate Connection**

It's polite really...Being Courteous doesn't mean you have to back down. Customization within communication is the essence of taking the others person's view into consideration. You –not others- are responsible for understanding where another person might be coming from. Believing that people see the world differently than you is important. You can't get stuck in thinking that your angle is the only consideration. Adjust accordingly and get your desired results

Let's take it to the Journal: Value #6 The Considerate Connection

The focus: Task vs. People

The nature: Extrovert vs. Introvert

What personality are you?

Extrovert/Task:

Extrovert/People:

Introvert/Task:

Introvert/People:

How will you assertively customize your communication with each personality?

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## **Conclusion:**

Customization within communication is the essence of being Assertive. The six values of Assertiveness will take you to your goal of who you want to be.

Value #1: You now understand the defined word of Assertive

Value #2: You have the right "look" when you are being assertive

Value #3: You are empowered to have those "tough" talks

Value #4: You can Maintain Emotional control

Value #5: You understand your responsibility within communication

Value #6: You have a custom fit for everyone

It has been said..."Assertiveness is not what you do, but who you are..."

You are a person with Assertive Values = I believe in you! – Cara Lane