



TOOLS

ASSERTIVE COMMUNICATION KEY POINTS

Assertive Communication – Key Points

The **Intent** of Assertive Communication is to build relationships so that you can then solve difficult, awkward or long-standing issues, and find solutions you're BOTH happy with.

The **Desired Results** are:

- Enhanced relationships through deep empathic communication
- Leading to win/win solutions or clear 'no deals' where you can agree to disagree agreeably
- And thus keep the door open for further communication and relationship



The key **Accountability** for all Assertive Communication is: did I do my best? Did I keep myself under control? Was I proactive? Did I keep the larger 'end in mind' at all times? Did I organise the interaction properly? Did I keep a win/win mindset? Did I follow the rules? Did I build a better relationship, even if we disagreed?

Consequences:

- Great assertive communication leads to enhanced relationships, excellent teamwork, continual improvement and innovation, and better solutions to problems that stand the test of time.
- Poor communication usually ends in fall out or compromise: neither of which produce results of any true long-term value.

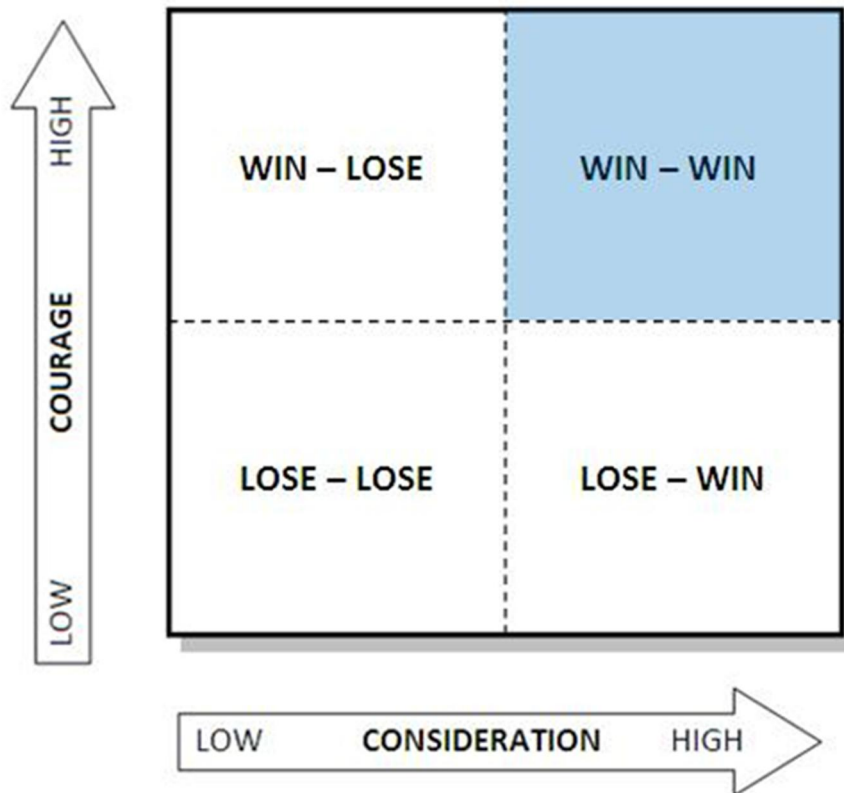
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Preparation:

- Gather facts.
- Lead by example: model the behaviours you want to see
- Be well organised
- Aim to 'catch people doing things well' as much as you can (then the assertive communication becomes easier in the tougher times)
- Set up a meeting / conversation properly: right time, place and set up.
- Use the bones of a win/win agreement to set the meeting up
- Bring the right tools:
 - Blank paper
 - 4 colour pen
 - Flipchart / whiteboard if needed
 - Talking stick if needed

Key Rules:

- It's not what happens to us that determines our success, it's how we respond to what happens to us that makes all the difference.
- There is only ONE thing that we can control.
- Whatever you do will be insignificant, but it's very important that you do it
- Relationships are driven by TRUST: Courage and Consideration



Process & Guidelines:

- 1. Get a gap**
 - a. Proactive: set an appointment
 - b. Reactive: get a break or gap
 - c. Both: Use 'I' messages
- 2. Agree Intent and Desired Results**
 - a. 'Can we talk about this UNTIL we can find a solution we're BOTH happy with?'
 - b. Remember the 'emotional win' is the first win
 - i. The physical win can only follow the emotional one
- 3. Agree Accountability and Consequences** (if appropriate)
- 4. Let me listen to you first**
 - a. Peel the onion

- b. Open questions to understand
 - c. Deal with FACTS and OPINIONS separately
 - d. Take notes (use 4 colour pen)
 - e. Reflect back: 'You' messages
 - f. Wait to be invited to speak
 - i. Use their words and desires
 - ii. Put the emotion on the table
 - iii. Have your list of facts and needs to hand and drip them in
 - g. Go round and round as needed: use the talking stick
 - h. Be OK with 'no deal' as part of the process
5. **Use I DR GRAC** to work up a plan
6. **Revisit and keep it alive and improving:** Be proactive

