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Rights

I have the right:

- to say no
- to be respected
- to ask for help
- to not explain
- to my beliefs
- to be listened to
- to my privacy
- to dignity
- to my feelings
- to my own space or mood
- to love myself
- to choose my own friends
- to keep my boundaries
- to support from others, including financial and hospital support
- to make my own decisions
- to be responsible for my own decisions
- to freedom
- to my own desires and dreams and goals
- to a job, security
- to an education
- to my own opinions and speech
- to equal treatment
- to make changes

ASSERTIVE RIGHTS

Include these *rights* in your everyday thinking and gain self-respect, as well as respect from others.

I have the right to . . .

1. ___ say "NO".
2. ___ be competent and proud of my accomplishments.
3. ___ feel and express anger.
4. ___ be treated as a capable human being.
5. ___ make mistakes and be responsible for them.
6. ___ change a situation.
7. ___ say "I don't know, I don't agree, and I don't understand."
8. ___ be treated with respect.
9. ___ express my needs, opinions, thoughts, ideas, and feelings.
10. ___ judge my own behavior and be responsible for it.
11. ___ take pride in my body and define attractiveness in my own terms.
12. ___ have a support system.
13. ___ be myself and have a separate identity.
14. ___ structure my own time priorities.
15. ___ request help and receive information from others.
16. ___ ask and not assume.
17. ___ have privacy.
18. ___ say "I'm not willing to accept that responsibility."
19. ___ be imperfect.
20. ___ grow, learn, change, and to value my age and experience.
21. ___ recognize MY needs as important.
22. ___ _____
23. ___ _____
24. ___ _____
25. ___ _____

RIGHTS I DO NOT HAVE

- 1) To tell others how they feel. (You feel vs. It seems to me you feel)
- 2) To demand others change their behaviour.
- 3) To tell others how to think or act.
- 4) To assign to others the responsibility for our own behaviours, thoughts and feelings.
- 5) To blame others for making me feel a certain way.
- 6) To blame others for my mistakes or deficiencies.
- 7) To attempt to make others feel guilty over how they think, feel, or behave.
- 8) To be assertive without consideration of the needs of people with whom I am assertive.
- 9) To be assertive without considering the feelings of the person(s) who is (are) with me when I am assertive.

Other rights I do not have: _____

Source: J.M. Winkelpleck, Iowa State University

Important Steps to Assertiveness (Edmund Bourne, 2000)

1. Evaluate your rights.
 2. Designate a time to address the situation.
 3. Address the main person involved, and state the problem situation in terms of its consequences for you.
 4. Express your feelings.
 5. Make your request.
 1. Use assertive nonverbal behaviour.
 2. Keep your request simple.
 3. Be specific.
 4. Use "I"-statements.
 5. Object to behaviours, not personalities.
 6. Don't apologize for your request.
 7. Make requests, not demands or commands.
 6. State the consequences of gaining, or not gaining, the other person's cooperation.
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Deciding Whether or Not To Be Assertive

Pros-The Benefits

- being heard
- create a positive change in others attitude, their behaviour, or in a situation
- opportunity to open the door to communication
- gives you sense of more control
- people won't take advantage of you as much
- increase self esteem by being honest, clear, and direct

Cons- The Risks

- other's reaction, they're thinking that you are aggressive
- not safe
- may reveal ignorance or lack of knowledge
- fear of rejection or not getting what you want
- being vulnerable
- causing a power struggle or change in the balance of power
- may hurt others

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MISTAKEN TRADITIONAL ASSUMPTIONS

VS YOUR LEGITIMATE RIGHTS

Mistaken Traditional Assumptions

Your Legitimate Rights

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| 1) It is selfish to put your needs before others' needs. | You have a right to put yourself first, sometimes. |
| 2) It is shameful to make mistakes. You should have an appropriate response for every occasion. | You have a right to make mistakes. |
| 3) If you can't convince others that your feelings are reasonable, then they must be wrong, or maybe you are going crazy. | You have a right to be the final judge of your feelings and accept them as legitimate. |
| 4) You should respect the views of others, especially if they are in a position of authority. Keep your differences of opinion to yourself. Listen and learn. | You have a right to have your own opinions and convictions. |
| 5) You should always try to be logical and consistent. | You have a right to change your opinions and convictions. |
| 6) You should be flexible and adjust. Others have good reasons for their actions and it's not polite to question them. | You have a right to protest unfair treatment or criticism. |

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| 7) You should never interrupt people. Asking questions reveals your stupidity to others. | You have a right to interrupt in order to ask for clarification. |
| 8) Things could get even worse, don't rock the boat. | You have a right to negotiate for change. |
| 9) You shouldn't take up others' valuable time with your problems. | You have a right to ask for help or emotional support. |
| 10) People don't want to hear that you feel bad, so keep it to yourself. | You have a right to feel and express pain. |
| 11) When someone takes the time to give you advice, you should take it very seriously. They are often right. | You have a right to ignore the advice of others. |
| 12) Knowing that you did something well is its own reward. People don't like show-offs. Successful people are secretly disliked and envied. Be modest when complimented. | You have a right to receive formal recognition for your work and achievements. |
| 13) You should always try to accommodate others. If you don't, they won't be there when you need them. | You have a right to say "no". |
| 14) Don't be anti-social. People are going to think you don't like them if you say you'd rather be alone instead of with them. | You have a right to be alone, even if others would prefer your company. |
| 15) You should always have a good reason for what you feel and do. | You have a right not to have to justify yourself to others. |

ASSERTIVE BEHAVIOR: IDEAS TO KEEP IN MIND *

1. Assertive behavior is often confused with aggressive behavior; however, assertive does not involve hurting the person physically or emotionally.
 2. Assertive behavior aims at equalizing the balance of power, not in "winning the battle" by putting down the other person or rendering him/her helpless.
 3. Assertive behavior involves expressing your legitimate rights as an individual. You have a right to express your own wants, needs feelings and ideas.
 4. Remember: other individuals have a right to respond to your assertiveness with their own wants, needs, feelings, and ideas.
 5. An assertive encounter with another individual may involve negotiating an agreeable compromise.
 6. By behaving assertively, you open the way for honest relationships with others.
 7. Assertive behavior not only is concerned with what you say but how you say it.
 8. Assertive words accompanied by appropriate assertive "body" language makes your message more clear and impactful.
 9. Assertive body language includes the following:
 - a. Maintaining direct eye contact.
 - b. Maintaining an erect posture.
 - c. Speaking clearly and audibly.
 - d. Making sure you do not have a whiney quality to your voice.
 - e. Using facial expression and gestures to add emphasis to your words.
 10. Assertive behavior is a skill that can be learned and maintained by frequent practice.
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| 16) When someone is in trouble, you should help them. | You have a right not to take responsibility for someone else's problem. |
| 17) You should be sensitive to the needs and wishes of others, even when they are unable to tell you what they want. | You have a right not to have to anticipate others' needs and wishes. |
| 18) It's always a good policy to stay on people's good side. | You have a right not to always worry about the goodwill of others. |
| 19) It's not nice to put people off. If questioned, give an answer. | You have a right to choose not to respond to a situation. |

Interpersonal Effectiveness

Being interpersonally effective requires being able to think through whether it is appropriate to ask for something or appropriate to say 'no' to a request being made of you.

Though some situations are fairly black and white, in many situations knowing if it's ok to ask, or ok to say 'no', is not that clear.

How clear you are of the situation, the other person, and of yourself will play a role in how intense and firmly assertive you can be in any situation. The following are things to consider, and questions to ask yourself, to help you get clearer in any given situation.

The first step in assertiveness training is to identify the three basic styles of interpersonal behavior:

Aggressive Style: Typical examples of aggressive behavior are fighting, accusing, threatening and generally stepping on people without regard for their feelings. The advantage of this kind of behavior is that people do not push the aggressive person around. The disadvantage is that people do not want to be around him or her.

Passive Style: A person is behaving passively when he lets others push him around, when he does not stand up for himself, and when he does what he is told regardless of how he feels about it. The ^{dis-}advantage is that you are taken advantage of and you store up a heavy burden of resentment and anger.

Assertive Style: A person is behaving assertively when he stands up for himself, expresses his true feelings and does not let others take advantage of him. At the same time, he is considerate of others' feelings. The advantage of being assertive is that you get what you want, usually without making others mad. If you are assertive, you can act in your own best interest and not feel guilty or wrong about it. Meekness and withdrawal, attack and blame are no longer needed with the mastery of assertive behavior. Before you can achieve assertive behavior, you must decide that the passive and aggressive styles have often failed to get you what you want.

ASSERTION

AGGRESSION

NON-ASSERTION

Assertion - involves standing up for personal rights and expressing thoughts, feelings and beliefs in direct, honest and appropriate ways which do not violate another person's rights. (Basic Assertive message: This is what I think. This is what I feel. This message expresses "who the person is" and is said without dominating, humiliating or degrading the other person). Assertion involved respect, respect for oneself, our needs and rights and respect for others person's needs and rights.

Aggression - involves demanding personal rights and expressing thoughts, feelings and beliefs in a way which is often dishonest, usually inappropriate and always violates the rights of the other person. (Basic aggressive message: This is what I think - you're stupid for believing differently. This is what I want - what you want isn't important. This is what I feel - your feelings don't count).

Non-Assertion - involves violating one's rights by failing to express honest feelings, thoughts and beliefs and consequently permitting others to take advantage of oneself or expressing one's thoughts and feelings in such an apologetic, self-defeating manner that other can easily disregard them. (Basic non-assertive message: "I don't count - you can take advantage of me. My feelings don't matter only yours do. My thought aren't important - yours are the only ones worth listening to. I'm nothing you are superior). Non-assertion shows a lack of respect for the other person's ability to take disappointments, to shoulder some responsibility, to handle his own problems, etc.

Goal - Communication and "mutuality" that is to get respect and give respect, to ask for fair play and to leave room for compromise when needs and rights of 2 people conflict.

Goal - Domination and winning, forcing the other person to lose. Winning is insured by humiliating, degrading and overpowering other people.

Goal - To appease others and to avoid conflict at any cost.

SITUATION: "You are in a crowded grocery store and in a hurry. You pick one small item and get in line to pay for it. You are really trying to hurry because you are already late for an appointment. Then a woman with a shopping cart full of groceries cuts in line in front of you."

Assertive Response: - "I realize that you don't want to wait but I believe I was here before you. I'm in a hurry too."

Aggressive Response: - "You've got your nerve butting in. There's no way I'm going to let you go in front of me. Wait in line like everybody else."

Non-Assertive Response: - Say nothing or let the lady in front of you - or say "Excuse me ah ... I'm well kind of in a hurry."

D E F I N I T I O N

G O A L

R E S P O N S E

GUIDELINE FOR THE ASSESSMENT OF ASSERTIVE BEHAVIOR

	NON-ASSERTIVE	ASSERTIVE	AGGRESSIVE
A. VERBAL	<ul style="list-style-type: none"> - Apologetic - Always agreeing - Excuses, explanations - Not coming to the point - At a loss for words - Not saying what is meant 	<ul style="list-style-type: none"> - Honest - Direct - Appropriate - Expressing feelings, thoughts opinions - Making "I" statements e.g., "I feel angry" 	<ul style="list-style-type: none"> - Insulting - Accusing - Rude - Threatening - Sarcastic - Authoritarian - Making "You" statements e.g., "You make me angry"
B. NON-VERBAL	<ul style="list-style-type: none"> - Unconvincing - Hoping someone will guess what you want by actions instead of words - Lack of self-confidence - Avoiding issues 	<ul style="list-style-type: none"> - Attentive, listening behavior - Self-assured - Self-confidence 	<ul style="list-style-type: none"> - Physical contact, violence - Air of superiority - Pushy - Temper tantrums
ii) Specific	<p><u>Voice</u></p> <ul style="list-style-type: none"> - Weak, soft, pouting <p><u>Eyes</u></p> <ul style="list-style-type: none"> - No eye contact <p><u>Posture</u></p> <ul style="list-style-type: none"> - Stooped, hunched shoulders <p><u>Hands</u></p> <ul style="list-style-type: none"> - Clammy, fidgety 	<p><u>Voice</u></p> <ul style="list-style-type: none"> - Calm, relaxed, warm, firm <p><u>Eyes</u></p> <ul style="list-style-type: none"> - Making eye contact (not staring) <p><u>Posture</u></p> <ul style="list-style-type: none"> - Relaxed, upright <p><u>Hands</u></p> <ul style="list-style-type: none"> - Relaxed motions 	<p><u>Voice</u></p> <ul style="list-style-type: none"> - Loud, shaky, cold <p><u>Eyes</u></p> <ul style="list-style-type: none"> - Cold, staring, expressionless <p><u>Posture</u></p> <ul style="list-style-type: none"> - Hands on hips, rigid, towering <p><u>Hands</u></p> <ul style="list-style-type: none"> - Pounding, finger pointing, hands clenched

