

Assertiveness

In order to be assertive, first you need to communicate well. There are five parts to effective communication:

1. Self-concept (self-esteem, confidence).

You need to believe that you can handle the situation well. A person with a poor view of themselves may have difficulty in conversing with others, admitting they're wrong, expressing feelings, accepting constructive criticism from others, or voicing ideas different from those of other people. This insecurity has them afraid that they may not be liked if they disagree with others. Communication with others also shapes the self-concept. The more you disclose to others, the more you will understand yourself.

2. Listening

You not only need to hear exactly what the other person says, but also search for meaning and understanding in what they say. An effective listener listens not only to words, but to meanings behind the words. Listen to what the other person feels and thinks, what is said between the sentences.

3. Express yourself clearly

Have a clear picture in your mind of what you want to express. Be ready to clarify and elaborate what has been said. Listen to the other person's reaction to you to further improve your communication.

4. Coping with angry feelings

Bottling up your emotions does not solve the problem. However, some forms of expression are better than others. Expression is best when you do not hurt yourself or others in the process. Constructive expression means being aware of your emotions, and being responsible for what you do.

5. Self-disclosure

The ability to talk truthfully and fully about yourself is necessary for effective communication. The more I know about you, and the more you know about me, the more effective and efficient our communication will be. You need to trust the other person, and the situation in which the disclosure occurs. The effective communicator is one who can create a climate of trust in which mutual self-disclosure can occur.

How assertive people feel about themselves:

Positive - they approach every new task or idea with a positive rather than a negative attitude

Calm - they are at peace with themselves and others

Enthusiastic - they complete tasks with zest and feel that they'll succeed at them

Proud - they accomplish what they do without stealing ideas from others or climbing over others. They can take full credit for what they achieve

Honest - when they give their word they will do something, they do it, so others believe in them

Direct - they don't play manipulative games to get what they want. They are up front in situations, and usually succeed in what they attempt

Confident - they take risks, but know their limitations. They know that its okay to be wrong sometimes and are ready to learn from their mistakes

Satisfied - they know where they are going and how they are going to get there, so they usually attain their goals

In Control - they seldom have mood swings that adversely affect their communication with and behaviour towards others

Able to acknowledge feelings - they can explain to others what unpleasant behaviour is doing to them

Respect for Others - They recognise that others have needs and rights just as they do

Energetic - Their energy is directed towards achieving their goals