



PRACTICE YOUR HR SKILLS

Assertivity Training for Your Business

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Summary

Who We Are
Definition
Behaviours
Golden Rules
Tips
Let's play !

“Relationships are at the origin
of the creation, development
and death of a company, a
project”



Who Are We?



CHARLOTTE
ADRIEN



CHARLOTTE
BIENVENU



RÉMI
BOIREAU



MALLORY
CHABANA



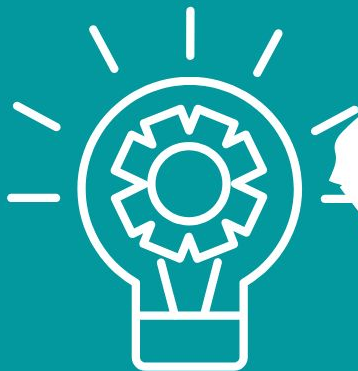
DIANA
GOMES



Define the Concept

The term “assertiveness” comes from the verb “to assert”, which means “to assert oneself”, “to defend one's rights”.

It is a way of communication that reconciles assertiveness and respect for others: “the expression of his own personality without arousing hostility in his environment.” Dominique ChalvinIt’s about knowing how to say no without feeling guilty.



IT MUST BE DISTINGUISHED FROM :

Manipulative - Agressive - Passive



How to Reveal
Yourself?

LIFT YOUR MASK, BE AUTHENTIC !

To do so, let's work on 2 dimensions :

Personal Development

Reconnect with ourselves, our emotions, our true nature.

&

Communication

Learn to "know how to say"



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ASSERTIVE GOLDEN RULES



**BELIEVE IN YOURSELF AS
MUCH AS YOU CAN -
ALWAYS THINK POSITIVELY
AND ENJOY A POSITIVE INNER
DIALOGUE**

**LEARN TO RESPOND, NOT
REACT. CHOOSE HOW TO
BEHAVE BY ACCEPTING AND
TAKING THE CONSEQUENCES**

**OBSERVE YOUR BODY
LANGUAGE. MAKE SURE IT
MATCHES WHAT YOU SAY**

**ACCEPT THE FACT THAT YOU
CANNOT CHANGE OTHER
PEOPLE**

**STOP BLAMING YOURSELF
FOR YOUR DECISIONS AND
BEHAVIOUR.**


**FOLLOW THESE 3 PRECEPTS:
STOP / LOOK / LISTEN -
THEN, AND ONLY THEN, THINK
ABOUT HOW YOU WANT TO
RESPOND TO THE SITUATION BEFORE
YOU**



**FOCUS ON RESOLVING THE
SITUATION, NOT SELF-
DEFENSE.**



**WEIGH AND CHOOSE YOUR
WORDS.**



**SAY "NO" WHEN YOU WANT
TO. REMEMBER THAT YOU
HAVE EXACTLY THE SAME
RIGHTS AS THOSE YOU GIVE
TO OTHERS**



**TAKE THE ATTITUDE, "I CAN
DO IT".**



Assertiveness Facing
The 3
Standard Behaviors

Assertivity facing Passivity



HELP & ASK QUESTIONS

What do you think? What do you want to do? Do you have another idea?



SUPPORT

Encourage the person to speak or act.



TRUST

Create a relationship of trust to make it easier for the person to express themselves.



CLARIFY

Ask closed questions to help him take a stand: Do you want to ask a question?

Assertivity facing Aggressivity



POSITIVE INTENTION

Take a step back by imagining the positive intention of the person (protect themselves, enhance themselves ...).



LISTEN

Listen carefully to the person if the aggression is not directed against you.



SET LIMITS

If the aggressiveness is turned against you, set your limits: I do not accept the tone in which you speak to me.

Assertivity facing Manipulation



POINT OUT

Get the person to give you specific facts if they are judgmental to destabilize you.

For example : "You are incompetent."

Question : "What makes you say that? Give me specific examples."

Formalize the agreements in writing.



CLARIFY

When the words are vague, clarify : What do you mean by that ? What do you mean ? What makes you say that ?



KEEP YOUR HEAD

If you lose confidence in your skills, if (unpleasant) psychological and physical symptoms appear, be very attentive to the development of the exchange.

M



WATCH ME!



Main Tips

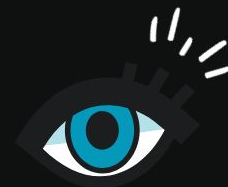


Ask

Questions



≠ Emotional
Intelligence



Keep
Eye Contact



Power
Language



Learn from
the Failure



Self Kindness



Assertive or not?

ROLE PLAYS

Please listen, we'll need your input ;)

The background is a vibrant teal color with a white, torn-paper-like border. In the top-left corner, there is a thick, black, hand-drawn brushstroke. In the bottom-right corner, there is a pattern of small, solid black dots scattered across the teal background.

**WHAT DO YOU THINK OF THIS
CONVERSATION?**



WHAT SHOULD THEY HAVE
DONE?



Assertive or not?

ROLE PLAYS CORRECTION



TIME

- It may take time for this technique to be effective.

RESPECT

Know how to respect yourself by recognizing that your needs have the right to be expressed.

EXPRESS YOURSELF

Do not point out the behavior of the other, but talk about our feelings.

AUTHENTICITY

Never hide a form of manipulation behind assertiveness.

SAY NO

Remember that even if one dares to make assertive requests, the other has the right to refuse.