

Stratagame Project

The basic difference between being assertive and being aggressive is how our words and behaviour affect the rights and well being of others.
Sharon Anthony Bowler



ASSERTIVENESS

The aim of assertive behaviour is to communicate productively with another person, achieving what is often described as a win/win outcome. Being assertive means being able to stand up for your own or other people's rights in a calm and positive way, without being either aggressive, or passively accepting 'wrong'.

Assertive individuals are able to get their point across without upsetting others, or becoming upset themselves.

How you say things and your non-verbal body language are equally as important as what you say.

Voice

Steady and firm

Tone - middle range, full and warm

Clear, sounds sincere

Speech pattern

Fluent and confident

Pauses are intentional, not awkward

Key 'action' words are stressed

Even pace

If interrupted, waits for silence, then repeats calmly

Use of 'I' phrases, rather than (accusing) 'you' comments

Face

Smiles when pleased

Frowns when angry

Normal expression is friendly, approachable and open

Expression steady, does not flicker

Jaw relaxed, but not 'loose'

Eye contact

Meets the other person's eyes often

Does not stare them out

Body

Open hand movements, inviting others to speak

Sits upright or relaxed, does not slouch or cower

Stands with head held up

Makes firm and definite movements, does not fidget

