

Assertiveness Skills for the Safety Professional

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Part 1

What is Assertiveness?



Open

Honest

Straight

Listens

**Shows
Respect**

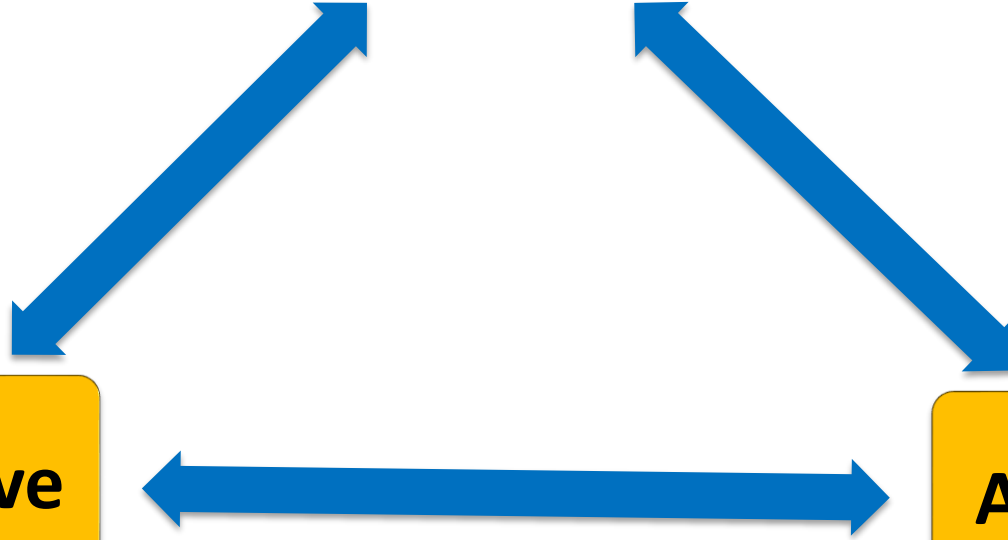
Confident

**Firm if
needed**

Assertive

Submissive

Aggressive





Assertive Behaviour

- Stand up for your rights while treating others with respect they deserve
- Deal Honestly, Openly, Fairly
- Balance
- No guarantees but ...

**Good Eye
Contact**

**Open
Posture**

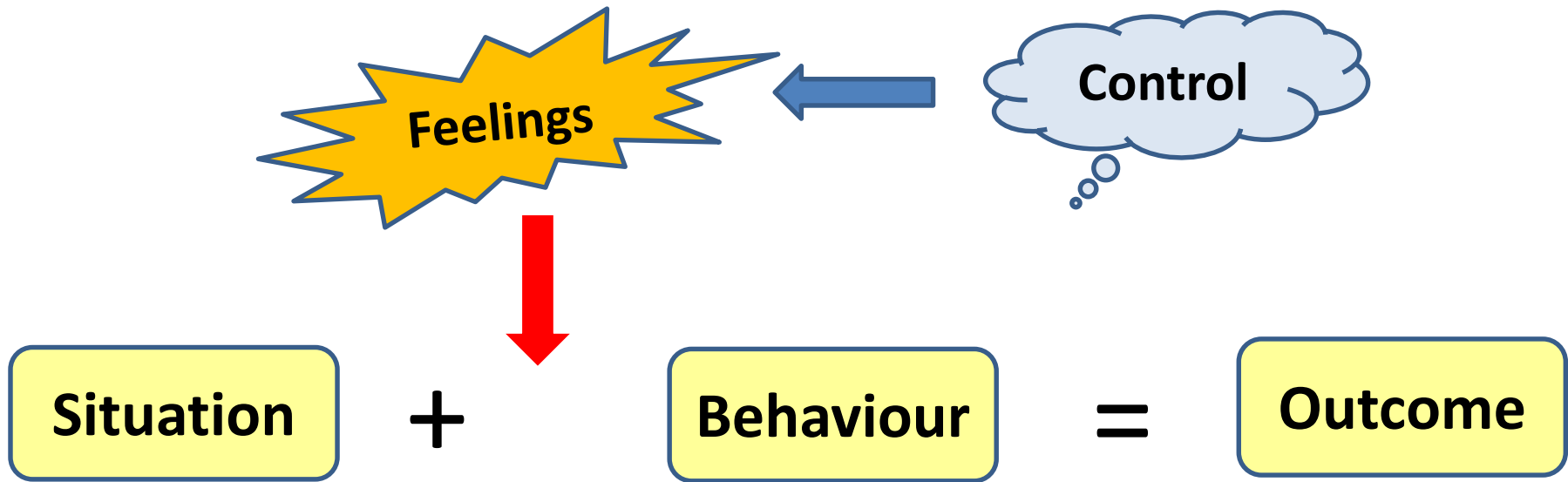
**Assertive
Behaviour
Cornerstones**

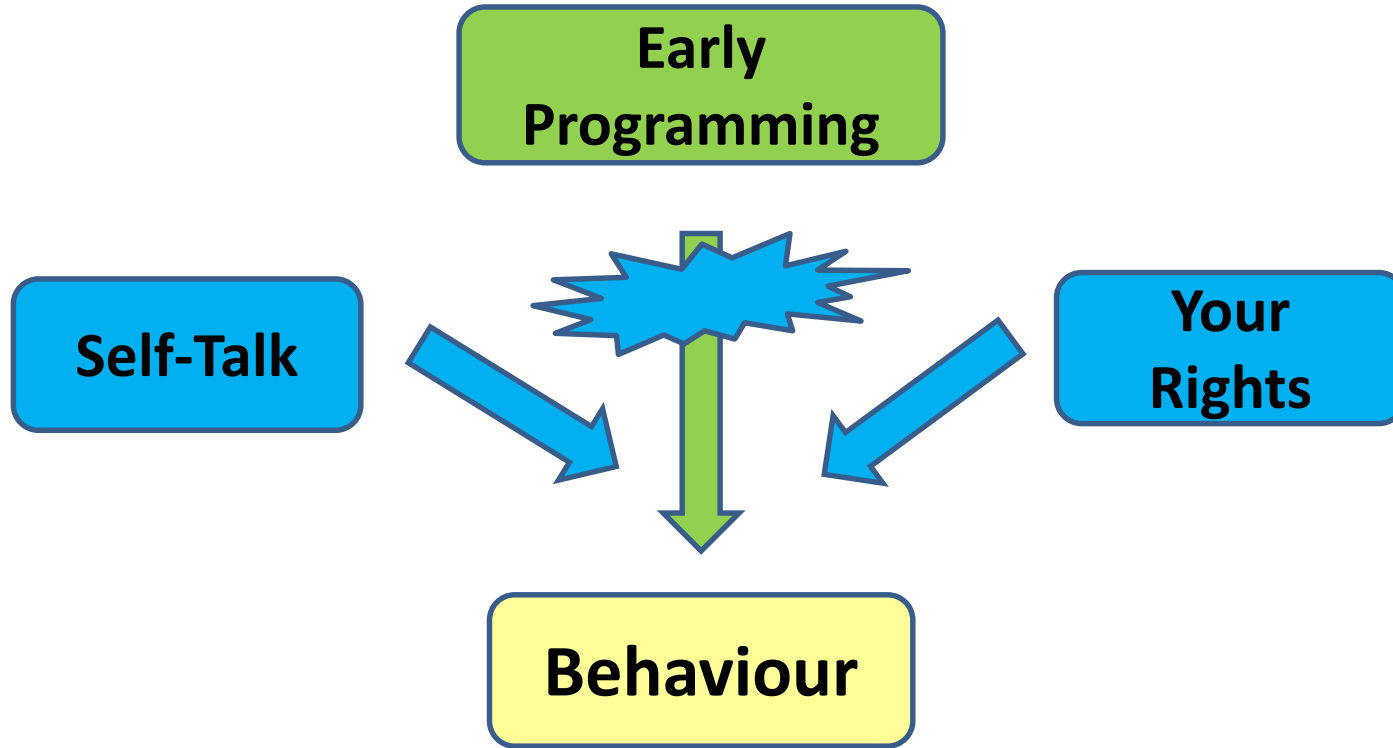
**Neutral
Tone of
Voice**

**Words
You Use**

Part 2

Understanding Our Behaviour





Right to be Listened to

Don't Believe have right

- Easily interrupted
- Contribution easily dismissed
- Point of view ignored

Do Believe have Right

- Persist in face of interruptions
- Ensure people listen and understand point of view
- Will listen to other people too!



IrishRugby.ie

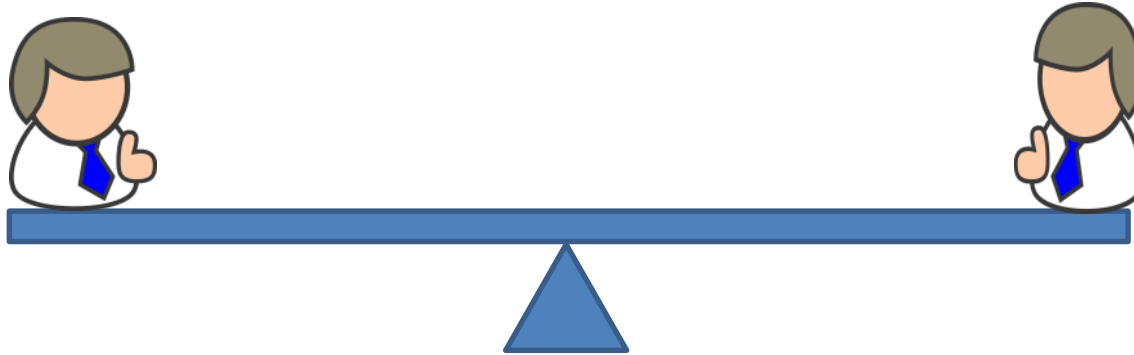
Phil Orr 1987



Assertiveness – Doing It!

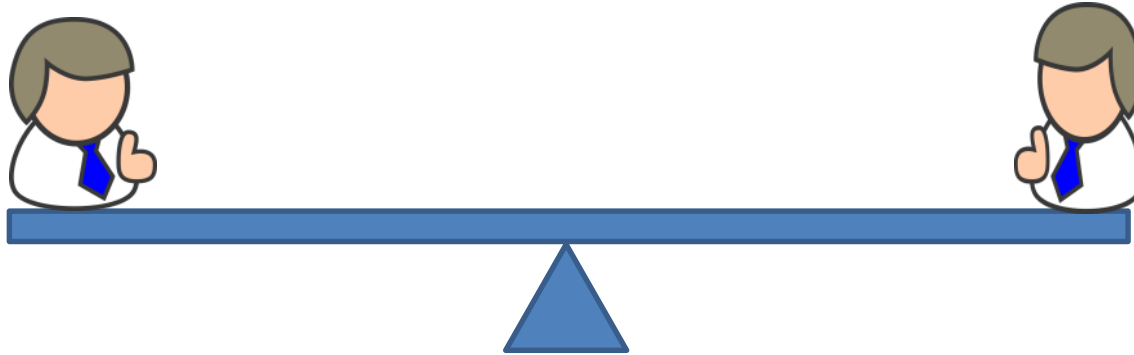
Assertiveness - Key Principles

- Be Honest about what is relevant
- Stick to the Bottom Line
- Negotiate as Equals



Assertiveness Techniques

- Controlling your Feelings
- Standing your Ground
- Confronting an Issue



Body Language

- Eye Contact
- Posture
- Tone of Voice
- Gestures
- Facial
- Proximity



Honesty



Example - Criticising Assertively

- Prepare
- Introduce Subject Slowly
- Be Specific
- Ask for Input
- Recap

Controlling Your Feelings

- **Critical Statement:** *“That jumper is horrible”*
- **Negative Assertion:** *“It is pretty awful”*
- **Fogging:** *“You think my jumper is horrible?”*
- **Probing:** *“What is it about my jumper that you find so horrible?”*

Sticking to the Bottom Line

- Listen
- Decide what is negotiable and what isn't ?
- Saying No to Request, not to Person
- Use **Broken Record** technique
- Make Helpful Suggestion

Example - Saying No Assertively

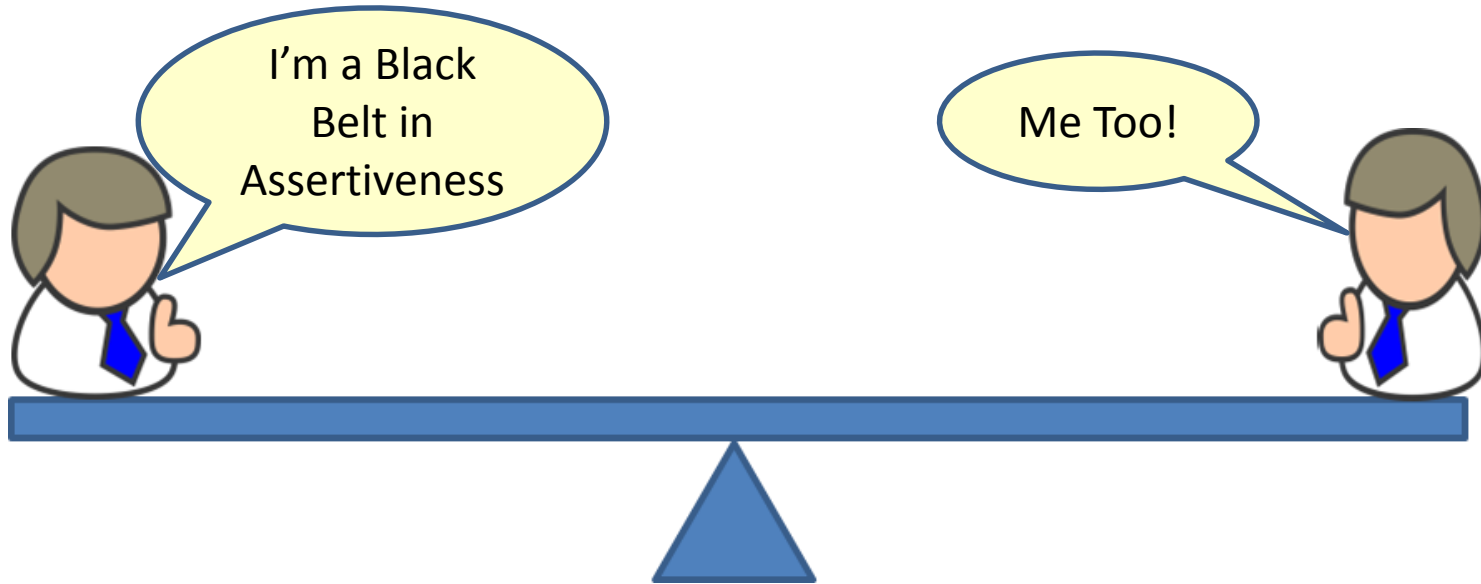
Don't

- Apologise too much
- Feel Guilty
- Make Excuses
- Ramble
- Change your reason

Do

- Acknowledge Request
- Use **Broken Record**
- Give reasons for Refusal
- Suggest Solutions
- Unsure? – Ask for more time and info.

Negotiate as Equals



Example - Handling Aggression

1. Mentally Distance Yourself – Ran over the Dog!
2. Body Language
3. Assertively Address Them
 - i. Acknowledge Their Emotion
 - ii. Tell how you feel
 - iii. Make Helpful Suggestion



Thank You

Be Assertive!