

ASSERTIVENESS



Assertiveness is defined as "the ability to express our desires in a friendly, frank, open, direct and appropriate, say what we achieved without adversely affecting the other. Trading with them their compliance."

Therefore assertive behavior is one that lets you:

Adequately express (without any anxiety and cognitive distortions or combined the verbal and nonverbal components of the most effective way possible)

Opposition (to say no, expressing disagreement, make and receive criticism, defend their rights and express negative feelings in general)

Affection (giving and receiving compliments, express positive feelings in general), according to their objectives, while respecting the rights of others and trying to reach the target set, leading to fret the second dimension that is not the consequence of the act. A third response that takes into account neither the first nor the second tends to be without meditation becomes so violent attacker.

Renny Yagosesky, in turn, defines it as a form of conscious expression, consistent, clear, direct and balanced, the purpose is to communicate our ideas and feelings or defend our legal rights without the intent to injure, acting from an inner state of confidence instead of limiting emotionality typical of anxiety, guilt or anger. It also proposes that assertiveness is necessary and desirable because the benefits generated, among which include:

- It helps enormously confidence in the expressive capacity.
- Power of positive self-image, as it encourages a sense of personal efficacy.
- Generates emotional wellbeing.

- Improved social image and promoting respect for others.
- Promotes the negotiations and the achievement of objectives that depend on communication in general.

Assertiveness is an **attitude somewhere between a passive or inhibited and other aggressive towards other people**, also reflected in the spoken language is manifested in the non-verbal language, such as posture, gesture or body gestures in facial expression and voice. An assertive person usually tolerant, accepting mistakes, proposes feasible solutions without anger, is confident and slows peaceful people who attack them verbally.

Assertiveness prevents us from being manipulated by others in any respect is a crucial factor in maintaining and increasing our self-esteem, in addition to value and respect others another.

One of the reasons that people are unassertive, is because they feel they have no right to their beliefs, rights or opinions. In this sense, assertiveness training is not to make people submissive to Jon and accusers, but to teach that people have a right to defend their rights in situations that are certainly unfair. **Hence the importance of presenting a series of misconceptions** and the right of the person being violated:

- * It is never necessary to interrupt people. Interrupting is rude.
- You have the right to interrupt the speaker for an explanation.
- * The troubles of one not interested in anyone else and should not to waste their time listening.
- You are entitled to ask for help or emotional support.
- * You have to adapt to others, if you can not risk losing a friendship.
- You have the right to say "NO".
- * When someone has a problem, you need help.
- You have the right to decide when to assist others and when not.

The cases in which it is not advisable to defend our rights at this moment are those at risk of physical or violate the law (eg, "Skin-heads" who insult us on the street or above the army arrested us). Remember: To everything there is a time and know how to find the right time to tell it is also a skill

Consider these principles to be assertive.

1. Express yourself both as appropriate to the circumstances and individuals.
2. Strive to express all your feelings, whether anger or tenderness.
3. Examine your behavior and determine the areas where you would like to become more assertive. Pay attention more on what you can learn to do differently than how they could change the world.

4. Do not confuse aggression with assertiveness. Aggression is an action against the other. Assertiveness is properly deal with the problems by itself.
5. Note that may not be assertive in an assertive area and another in another. Apply in deficient areas the same techniques used successfully to others.
6. Act in ways that enhance self-esteem and self-respect. Practice being assertive even things that seem trivial. If you can say "do tail" opportunistic a woman in the supermarket, you can also tell your spouse: "No, I do not want to do that I get to do."
7. Do not confuse true manipulative behavior with assertiveness. The end of "assertiveness training" is taken to deepen the experience and expression of their humanity, not to become a crook or a hoarder.
8. Act. Perform. You can always find fifty reasons not to do things, and so become very adept over time to create an empty life. If they change their actions, will most likely change their feelings.
9. Understand that assertiveness is a process, not a permanent state. As you change, evolve life situations and will face new challenges and require new skills.
10. Think there's always an appropriate way to express their messages, whatever they are. Exercise it, and want time to think before speaking.

Capacity of negotiations: negotiations are trying to achieve what you want with the approval of the other, logically will also have some benefits.

Several stages. The first is the preparation. In it we have to think the strategy we have followed in the encounter with the other which will pose problems and will do the actual negotiations.

In preparation should distinguish two subphases. The first personal preparation to avoid falling into passivity or aggression, and the second preparation of the dialogue that we will raise the other.

Personal Preparation Phase:

Needed to be clear about our goals in the match. It is what motivates us to negotiate. When we negotiate we have to keep an eye on our goals. There are some things that can distract them and make us fail.

For example, our emotion. **We can not confuse emotion with the target.** We would like to look good, but usually this is not the goal.

We would like to crush the other, but that's not really achieve what we want.

We want the other to recognize that we are right and that he was wrong, but we have to ask if that is our goal, or if they only get a reward of emotional, while our target is lost. Do not forget the maxim "**what counts is action, not words.**"

If we dwell and emotionally we downloaded may have gotten a short-term rewards, but the question we must ask ourselves is whether we have achieved our goals.

You have to escape judgments of intent. If we judge the intentions of the other person and we rely on them to raise the relationship to the other, we run the risk of answering and responding to the intentions that we believe has the other and lose sight of our goals. So we can become aggressive or to be passive.

If we have done something that hurt us and we think it has done with good intentions, we may be tempted to let it go and say nothing. If we judge that it has done with malicious intent, we will attack their "evil" and not the facts and be aggressive.

In a negotiation is not to attack and subdue the other, although we see it as a rival. Give him a way out, more or less graceful because if you do not stir against us.

Want us to recognize how wrong and completely submit to our wishes can be an emotional purpose, to compensate for the humiliation they have felt, but is it really our goal? Yes we must try to understand that things are can motivate other to do what we want to do.

We have to think and create the opportunity for negotiation. If it's something long overdue time and we want to address, look the other and propose a time and space that can be given negotiation. It's the first we have to get another. No they do not get, is not possible negotiation.

Many times there is a chance to look is the very situation that generated the problem. But it can happen to us that when the other is going is when it occurs to us that we should have said.

Remember: Always get a second chance but has to be created. Creating the opportunity is to look the other and raise, even for the umpteenth time, the issue at hand. Any introductory sentence as saying, "what we talked about yesterday I would like to tell you something."

Preparation of the dialogue:

1. **Describe the facts.** When we describe events that have occurred the other can not deny and we can from them to discuss and make accurate statements. This is where again we have to avoid making judgments of intent. This is not to say "you're a bum" but say, "I have watched you get up for several weeks at lunchtime." We say you told me 10 times "are good for nothing" instead of "I want to denigrate and sinking" (trial of intent).

2. **Express our feelings and thoughts.** That is to communicate strongly and clearly as we feel what has happened and that moral judgments or thinking awakens us. It's time to say "I'm fed up with this situation and not take any more," or "I felt humiliated and denigrated." Remember that it is not that the other finds it justified or not. It may seem a disproportionate or unfair, o. .. but what we feel and accept no disqualification will defend our right to feel as we say. We are reporting, we ask you not understand or understand us, why can not disqualify or accept criticism of our feelings

3. **Ask for concrete and operational as we do.** There is talk in general or generic, "I want you to be more polite," "I want you to respect me" "I do not be lazy", but must be concrete and operational, "I want you to remove the foot of my table, "" I want when I look in the eye

and answer what you ask "" I want you to study three hours a day. " There are specific behaviors that the other can understand and do.

4. **Specify the consequences.** That is, what will happen when you do what is asked. You could also raise the consequences for him not to, **but is preferable to specify what is to obtain a positive way.** Otherwise what we said is a punishment and penalties are much less effective than rewards or reinforcements. Many times it is just a form of presentation, must take into account that often something that can be raised as a punishment, if not, can be seen as something positive if you do. "If you do not have a punishment" can become "If you do keep it from doing what you do not want to do it which is a punishment for you, which is something, of course, I have to do to be consistent with my goals and feelings that I have expressed. "

Execution:

There must never forget that our goals are embodied in the dialogue we have prepared and that our immediate goal is to speak. This is not to answer all the digressions we do not have to be quick and keen to respond immediately to everything we say. It is using the technique of the fog bank, which is also called to accept in principle, followed by broken record.

The way is saying "can you bring are right, but ..." (Fogging) what I'm saying is that .. and continues the dialogue at the point where we were interrupted or repeating from the beginning (broken record). It may seem very limited and we will do the ridiculous, but it's amazing how natural and effective it is. If you pick up other issues also important not to lose sight of our goal, we need to end what has led the negotiations to continue later with just raised: at no time must not lose sight of our goal, embodied in dialogue prepared.

Example:

A friend has just come to dinner, but an hour later than he had said. He has not called to say he would be delayed. You are irritated by the delay. You have these alternatives:

1. Passive behavior. As usual salute and say "Get dinner on the table."
2. Assertive behavior. I've been waiting for an hour without knowing what happened (facts). I've been nervous and angry (feelings), if you fall behind again let me know (actual behavior) will make the wait more pleasant (consequences).
3. AGGRESSIVE BEHAVIOR. I've gotten very nervous late. It's the last time I invite you.

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REFERENCE OF THIS TEXT

📖 *Assertiveness*, Muñoz Serra, Victoria Andrea, website: Victoria Andrea Muñoz Serra (http://www.victoria-andrea-munoz-serra.com/coaching_integral_ingles.html), Concepción, Chile, March 2012.

SOURCE

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