



HUSTEF

HUNGARIAN SOFTWARE TESTING FORUM

Improve your Assertiveness

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ARE YOU ASSERTIVE?



DEFINITION

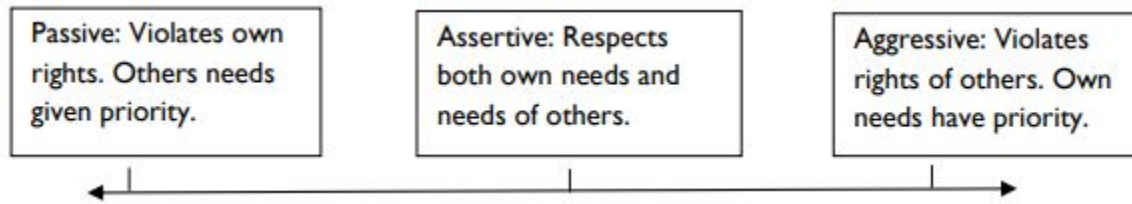
Definition

“**Assertiveness** is the quality of being self-assured and confident without being aggressive.

In the field of psychology and psychotherapy, it is a skill that can be learned and a mode of communication.”

Definition

“**Assertiveness** is a communication style. It is being able to express your feelings, thoughts, beliefs, and opinions in an open manner that doesn’t violate the rights of others.”





SKILLS & RIGHTS

Skills of Assertive People

- Saying No
- Giving compliments
- Expressing your opinion
- Asking for help
- Expressing anger
- Expressing affection
- Stating your right and needs
- Giving criticism
- Being criticised
- Starting and keeping a conversation going

Characteristics of Assertive People

- know what **respect** really is
- **relate** sincerely to others
- understand, accept and **value themselves**
- have **self-control** and **emotional stability**
- cultivate their **ability to communicate**
- know how to **draw limits**
- are **emotionally independent**



RIGHTS

“A Bill of Assertive Rights”

1. You have the right to **judge your own behavior, thoughts, and emotions**, and to take the responsibility for their initiation and consequences upon yourself.
2. You have the right to **offer no reasons or excuses for justifying your behavior**.
3. You have the right to **judge if you are responsible for finding solutions to other people’s problems**.
4. You have the right to **change your mind**.
5. You have the right to **make mistakes**—and be responsible for them.
6. You have the right to **say, “I don’t know”**.
7. You have the right to **be independent** of the goodwill of others before coping with them.
8. You have the right to **be illogical** in making decisions.
9. You have the right to **say, “I don’t understand.”**
10. You have the right to **say, “I don’t care.”**



SITUATIONS I FACED



Coffee/Beer



Taking THE responsibility



HOW TO COMMUNICATE

7 Tips for Communicating More Assertively

1. Get In Touch With Your Own Needs (and Values)
2. Be Confident if Your Ask Is Reasonable
3. See the Other Person's Point of View
4. Signal Flexibility by Providing Options
5. Keep Your Delivery Calm
6. Make Yourself the Scapegoat
7. Use the Broken Record Technique



HOW I COMMUNICATE



3 WHY?

WHEN?

HOW?



“I have a policy/rule...”



Propose options



EXERCISE

**“Each of us is ultimately responsible for
our own psychological well-being,
happiness, and success in life.**

As much as we might wish good things for one another,
we really do not have the ability to create mental
stability, well-being, or happiness for someone else.”

	Friend	Partner	Work colleague	Boss	Stranger	Shop assistant
Saying No						
Giving compliments						
Expressing your opinion						
Asking for help						
Expressing anger						
Expressing affection						
Stating your right and needs						
Giving criticism						
Being criticized						
Starting and keeping a conversation going						

Additional materials

- <https://www.amazon.com/When-Say-No-Feel-Guilty/>
- <https://www.amazon.com/No-More-Mr-Nice-Guy/>
- https://www.ted.com/talks/adam_galinsky_how_to_speak_up_for_yourself
- <http://www.thedistilledman.com/be-more-assertive/>
- <https://rediscoveryofme.com/how-to-say-no-politely/>



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