



**A COMMUNICATION
SKILLS MODULE:
BEING ASSERTIVE**



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A Communications Skills Module:

BEING ASSERTIVE

We hope you enjoy this inservice, prepared by registered nurses especially for caregivers like you!

Instructions for the Learner

If you are studying the inservice on your own, please do the following:

- Read through **all** the material. You may find it useful to have a highlighting marker nearby as you read. Highlight any information that is new to you or that you feel is especially important.
- If you have questions about anything you read, please ask your supervisor.
- Take the quiz. Think about each statement and pick the best answer.
- Check with your supervisor for the right answers. You need **8 correct** to pass!
- Print your name, write in the date, and then sign your name.
- Email In the Know at feedback@knowingmore.com with your comments and/or suggestions for improving this inservice.

After finishing this inservice, you will be able to:

Discuss the difference between passive, aggressive, and assertive behavior.



Name at least three ways to communicate assertively.



Explain how assertiveness benefits you, your clients, and your co-workers.



Demonstrate assertiveness in your daily work.

THANK YOU!



A Communications Skills Module: **Being Assertive**

PERSONAL ASSERTIVENESS ASSESSMENT

Before reading this inservice, *Being Assertive*, please take the time to complete this assessment.

Circle the number of each question that you would answer honestly with a **“yes.” Do not circle the other questions.**

(NOTE: This is not a quiz and is for your information only. You will not have to share your answers with anyone.)

1. When people treat you unfairly, do you let them know about it?
2. Is it hard for you to make decisions?
3. Do you often criticize other people's ideas and opinions?
4. Do you have a quick temper over little things?
5. Do you have faith that the decisions you make are right?
6. In a group discussion, do you avoid speaking up with your ideas?
7. Does it make you nervous if someone watches you work?
8. Do you always say what's on your mind, no matter who might get hurt?
9. If something you buy has a defect, would you return it?
10. Do you have a problem saying “no” when someone asks for a favor, even when it's not convenient for you?
11. Is it hard for you to accept a compliment?
12. Do you ever finish other people's sentences for them?
13. At a family meal, do you control the conversation?
14. Is it hard for you to look people in the eye when you are speaking to them?
15. Can you ask for help when you need it?
16. Do you always think that you have the right answer?
17. If someone was kicking the back of your seat in a movie, would you say something to him or her?
18. If someone borrowed something from you and was late returning it, would you ask for it back?
19. Do you ever show your anger by name-calling or swearing?
20. At a party, do you stay in the background and wait for people to come to you?
21. If you ordered your meat “medium” and it came “rare,” would you say anything to the waiter?
22. When you get angry, do you tend to shout?
23. Is it difficult for you to tell someone that you care about them?
24. Can you say “no” to a friendly salesperson?
25. Do you ask your family members to help with the household chores?
26. Have you ever been in a physical fight, especially with a stranger?
27. Do you ever say you agree with someone even when you don't?

Look for your Assertiveness Assessment “score” on the first page of this inservice.



How did you “score?”

Which category did you have the most “yes” answers in: passive, aggressive, or assertive? (Note: This is not a scientific test. It’s just something to make you think about how you tend to communicate with others.)

PASSIVE:

Questions # 2, 6, 7, 10, 11, 14, 20, 23, 27

AGGRESSIVE:

Questions # 3, 4, 8, 12, 13, 16, 19, 22, 26

ASSERTIVE:

Questions # 1, 5, 9, 15, 17, 18, 21, 24, 25

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A Communications Skills Module: Being Assertive

ARE YOU AN ASSERTIVE PERSON?

You’ve probably heard the word “assertive,” but like many people, you might think it means “to be pushy.” This is not true. Being assertive means that you can get along with others *without giving up your own rights*. It means that you expect to both give and receive respect.

Assertiveness is one of the most important skills to have, especially when you work with people. Remember, no matter how well you perform *technical skills*—like taking vital signs—you will not be completely successful in your job without good *communication skills*. A key skill that improves communication is **assertiveness**.

Besides assertiveness, there are two other main ways of communicating with others. These are to be **aggressive** or **passive**. When people are *aggressive*, they don’t respect the rights of others—only their own rights. When people are *passive*, they respect the rights of others—but ignore their own rights.



People who use their assertiveness skills feel more confident, more likable, and more respected.

For example, in an inservice meeting, passive people might be afraid to speak up, while aggressive people might interrupt others and try to dominate the discussion. Assertive people would probably ask for a turn to talk—and then calmly speak their minds.

You might think that assertiveness is part of someone’s personality—you’re either born with it or you’re not. But, even the shyest person can learn to be more assertive.

We all have a choice about how we behave—aggressively, passively, or assertively. Hopefully, we choose *assertive* behavior most often. And, like any other skill, we can get better with practice.

Understanding Passive Communication

When you work with people, you spend most of your day communicating with others—either by your words or your behavior. If you have problems communicating—with supervisors, co-workers, clients, or their family members—you can't run away from them or hope that staying silent will make the problem go away. If you do, you are being *passive*.

Some people think that in order to be nice you have to be passive. They don't want to cause trouble and they always "turn the other cheek." They never say "no" to a friend asking a favor, but they are too ashamed to ask for help themselves. What happens to these "nice" people? Their own rights are not respected. They tend to get pushed around by others since they never stand up for themselves. Let's look at an example:



John, a muscular young nursing assistant, frequently gets asked by his co-workers to help them transfer patients. John never says "no," but because of this, he can't get his own work finished on time. His supervisor has written him up for not doing his work.

Why do you think John continues this behavior? Perhaps he is afraid his co-workers will get mad at him if he doesn't help them. Maybe he was taught

that men should always help with the "muscle" work. What should John do? Stop helping his co-workers? Not necessarily. He could explain that he is having trouble getting his own work done and that he will be glad to help if they will help him with another task in return. If his co-workers don't agree to this, John should learn to just say "no."

Often, passive people can develop a hidden anger. They are tired of not being respected, but they don't know how to become assertive. Instead, they become *quietly aggressive*. For example:

Mary is caring for a difficult client who seems to criticize everything she does for him. Mary stays quiet, accepting the criticism, but she feels angry inside. When Mary gets home, she yells at her husband for no reason.



This is an example of *passive-aggressive behavior*. Mary is not respecting her husband's rights...or her own. And, it gets her nowhere since the client will keep on criticizing her! What could she do differently? Mary could try to understand what makes her client so critical. Is he tired of being sick? Is he lonely and afraid of dying? Does he hate being too weak to care for himself? Mary could try to talk about these things with the client, showing him that she respects his feelings and ask him to respect hers.

Passive people don't ask for help when they need it...they just let themselves get overwhelmed.



If you think you tend to be a passive person, don't worry! You can practice behaving in a more assertive manner until it becomes second nature. Try following the tips found on pages 3 and 7 of this inservice.

How to Avoid Being A Passive Communicator

Here are ten tips to help you avoid communicating in a passive manner:

1. Don't apologize for things that aren't your fault.

For example:

Supervisor: *"Can you believe it? Two aides called in sick today so we're going to be shorthanded."*

CNA: *"I'm really sorry."*

An assertive response might be something like: *"Well, I guess the rest of us will just have to work a bit harder today. Hopefully, we'll be fully staffed tomorrow."*

2. Say what you mean. Don't "beat around the bush." For example:

Nancy, a home health aide, feels she is getting too close to several of her clients and is finding it difficult to maintain a professional distance. She wants to ask her supervisor to adjust her assignment:

Nancy: *"I've been taking care of the same clients for a really long time now."*

Supervisor: *"Yes, you have. Keep up the good work."*

Nancy will never get what she wants unless she speaks up for herself. Her supervisor can't read her mind!

3. Don't be ashamed to ask for help. Generally, passive people don't ask for help when they need it... they just let themselves get overwhelmed.

4. Don't always say "yes" when you want to say "no." For example:

Celia is a CNA in a nursing home. Her supervisor asked her to work overtime for the third straight day. She wanted to say no, but she agreed to stay anyway.

5. Don't allow others to make all your decisions for you.

6. Don't look at the floor when you talk to people. If you do, it tends to give people the message that what you have to say doesn't really matter.

7. Don't slouch or slump, even if you feel scared or frustrated. Instead, stand or sit straight, with your head held high. If you act in a confident manner, you'll begin to feel more confident.

8. Try not to use submissive words like "maybe," "I guess so...", "Don't bother...", "Would you mind very much?", "It's not really important...", etc. For example:

Marie, a CNA: *"Um, Carol, um, sorry to bother you, but if it's not too much trouble, could you, um, maybe, um help me move Mrs. Williams from her bed to her chair? But, um, don't bother if you're too busy."*

Chances are that Carol would be more likely to help Marie if she said something like: *"Carol, I really need help transferring Mrs. Williams. Would you please give me a hand, and then I'll help you with Mr. Smith."*

9. Don't let your voice sound like you're whining, whispering, or hesitating. Instead, speak up in a clear, strong voice so that you make yourself heard.

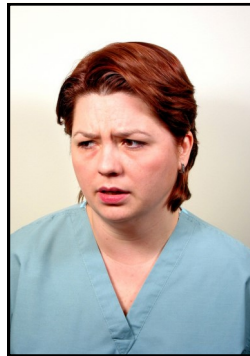
10. REMEMBER THAT TREATING YOURSELF WITH RESPECT AND DIGNITY IS A GIFT YOU GIVE YOURSELF!



Understanding Aggressive Communication

People who communicate aggressively often express their feelings loudly but don't give other people much of a chance to speak. Aggressive people tend to lose control, sometimes shouting or speaking in a sarcastic tone of voice. They demand that you pay attention to them and they try to control your behavior. They don't realize that it is *impossible* to control someone else. But, they can't even seem to control themselves! Let's look at an example:

An experienced aide, Joan, is training a new aide named Donna. She has shown Donna twice how to use the patient's electric lift, but Donna still says she's not sure how to use it. Joan yells, "You must be stupid! You are wasting my time! I've shown you twice and I'm not showing you anymore!" Donna says quietly, "Okay, never mind."



It's easy to understand why Joan feels irritated that Donna has to keep asking how to use the lift. But because of how Joan reacted, Donna will never ask for her help again. Does that mean Donna knows how to lift the patient safely? No. And, the patient is at risk if Donna tries to use the lift anyway. What could Joan have said? How about:

"Donna, I feel impatient when you have to keep asking the same question. But, I know you are new and I want to help when you need it. How about if you operate the lift while I talk you through it?"

Now, Joan and Donna are on their way to better communication!

Remember that people can communicate without saying a word. Look at these pictures. Even without hearing them speak, it's easy to see that these three people are *demanding* attention and may be about to lose control.



When aggressive people shout and holler at us, we tend to react in one of two ways. Some people feel scared and even abused. They keep quiet and wish they could run away from the situation. People like this are being *passive*—they are being pushed around by an aggressive person.

Other people get angry. They dig in their heels and shout right back! People like this are being *aggressive*—they are fighting over who is more "powerful"!

REMEMBER! It is very difficult to be assertive with an aggressive person, since the natural reaction most of us have is to either *fight back* or *run away*! But, with practice, anyone can learn to deal with an aggressive person without making the problem worse.

In general, aggressive people blame other people or other things for their problems. They don't take responsibility for their own lives.



How to Avoid Being An Aggressive Communicator

Here are ten tips to help you avoid communicating in an aggressive manner:

1. Think before you speak, especially if you are angry. For example:

Charles works as a CNA in a nursing home. One day, as he is walking toward a resident's room, a co-worker bumps into him. Without thinking, Charles shouts, "Watch where you are going! You are so clumsy!"

Shouting at a co-worker is inappropriate. Accidents happen and Charles should have controlled his temper.

2. Don't try to "stare someone down" or roll your eyes as you talk to them.

3. Try not to talk *more* than you listen.

4. Don't make decisions for other people.

5. Don't interrupt others when they are speaking.

6. Try not to use words like "You'd better...", "If you don't watch out...", "You always...", "You must be kidding!"

7. Don't raise your voice or point your finger at another person.

8. Don't stand too close to the person you are talking to.

9. Don't blame other people for things that go wrong. For example:

Cynthia, a home health aide, arrives late to a client's house. She says: "I'm late because my last client took forever. I tried to rush her but she is so slow! I hope you don't take that long today!"

Cynthia made a couple of mistakes. She blamed a client for making her late—and she "announced" that she's in a hurry to be finished.

10. REMEMBER THE OLD SAYING: "YOU DON'T GET RID OF YOUR TEMPER WHEN YOU LOSE IT!"

When Can Your Assertive Communication Style Come Across as Aggressive?

What's the answer? It's when you have a client who is *overwhelmed* by the healthcare system. Remember that, for many people, becoming a "patient" is very stressful. For example:

Mrs. Taylor, a retired school teacher, has recently moved to an assisted living facility. She feels sad about leaving her own home. Now that she no longer works, she feels worthless—like she is just taking up space. However, she hasn't shared her feelings with anyone.

Her care plan states that she needs assistance with her daily shower. When she lived at home, Mrs. Taylor took her shower in the evening, before bed. She would prefer to continue that habit. Mrs. Taylor's aide, Susan, arrives at 8:45 a.m. to help her shower. Susan says brightly, "Good morning, Mrs. Taylor! I'm here to help you get cleaned up. Please come into the bathroom with me." Mrs. Taylor is afraid of Susan and just goes along passively.



Part of a nursing assistant's job is to understand each client's situation—and to communicate appropriately. So, even though Susan's communication is professional and assertive, Mrs. Taylor is so overwhelmed that she finds it aggressive. Susan needs to respect the fact that Mrs. Taylor is going through a huge transition. One way that Susan can help her adjust to her new life is by giving her as much *control* as possible. By gently encouraging Mrs. Taylor to make her own decisions, Susan will help her become more assertive—and stop her from seeing Susan as an aggressive person.

Understanding Assertive Communication

When assertive people communicate, they try to balance the power between themselves and the people around them. *They give as much as they get.* Assertive people remember that everyone is different and deserves respect. They try to imagine what the other person is feeling and thinking.



Assertive people express what they need clearly—without any hidden messages—and without trying to control anyone else. They know they can only control themselves! Being assertive is a lot like following the Golden Rule: *Treat others the way you want to be treated.* When you are having a problem communicating with someone, ask yourself these questions: “How do I want this situation to change? What am I willing to do to make that happen?” Let’s look at this example:

Sam requested Friday off, but when he checked, he saw that he was scheduled to work that day. He felt angry and when he saw his supervisor the next day, he gave her the “silent treatment.” Then, he realized that being passive-aggressive wouldn’t solve his problem. Sam went to his boss and said calmly, “Ms. Johnson, I’m confused about why I’m scheduled for Friday. Was there a problem with my request for a day off?” Ms. Johnson asked Sam to sit down with her to work out a solution.

Assertive people treat each person they come into contact with as an individual. For example, let’s say that you may have two clients, both female, both 60, and both diabetics. Yet, even though these two women have their age and illness in common, they probably need you to communicate with them in very different ways.



- **When you are assertive, your clients benefit because you:** respect their rights, keep them safe by asking for help when you need it, admit when you need help or more instructions in their care, and try to understand their feelings.
- **When you are assertive, your co-workers benefit because you:** respect their rights and insist that they respect yours, show them that you are willing to work as a team whenever possible, and are straight with them—they don’t have to guess what you are thinking.
- **When you are assertive, you benefit because you:** feel good about yourself, feel happier in your work, spend less time feeling frustrated and are in control of your life.

Being assertive means that you treat others the way you would like to be treated.



Remember that being assertive doesn’t guarantee that you’ll always “get your way,” but it does mean that you choose how you react to the good *and* bad times in your life.

“The way we communicate with others and with ourselves ultimately determines the quality of our lives.”

~ Anthony Robbins

How to Practice Being An Assertive Communicator

Here are fourteen tips to help you increase your assertiveness:

1. **Take responsibility for what you say and do.**
2. **Speak clearly—say what you mean and mean what you say.**
3. **Listen more than you speak.** (We have two ears and only one mouth!)
4. **Stand up straight.** Show your self-confidence!
5. **Look directly at people when you speak to them, but don't stare.**
6. **Smile!** (Unless your message is not a happy one.)
7. **Speak in a strong and steady voice so that people want to listen.**
8. **Use words like "I think," "I feel," or "I want."** This may sound selfish, but you are really just reporting how you feel. And, it's okay to be a little selfish as long as you also keep other people's needs and feelings in mind.
9. **Don't blame other people or other things for your feelings!** Even if you are upset with someone, it's important to address their behavior—rather than attacking the person. For example:

Denise is a home health aide. One day, her client's daughter visits and starts yelling at Denise for not vacuuming every room in the house. Denise knows that cleaning the whole house is not her responsibility. She feels herself getting really mad and wants to say to the daughter, "You are a real jerk!" However, she catches herself and says instead, "Please don't raise your voice. As your mother's home health aide, I am following the care plan that was created especially for her. If you have a problem with my performance, please feel free to contact my supervisor."



10. **Pay attention to friends or co-workers who are good at communicating assertively.** Try to learn from them how to deal with various situations in an assertive manner.
11. **Don't put yourself down if you "slip up" and behave in a passive or aggressive manner.** Instead, think about where you went wrong and how you could have handled yourself assertively.
12. **Learn to accept compliments with a simple "Thank you!"** Many people find this difficult. For example:

Mark's supervisor tells him that she is very impressed with the way he handled a difficult client. Instead of saying "thank you," Mark says, "Oh, I didn't do anything."

While some people might see Mark as just being modest, he is actually demonstrating *passive* behavior.

13. **Learn to accept constructive suggestions and/or criticism without getting defensive.** For example:
- Mabel has been a nursing assistant for a long time. One day, her supervisor says, "Mabel, let's review our workplace policy for handwashing. I think that you may not be following the procedure correctly." At first, Mabel feels offended and she wants to say, "Are you crazy? I've been a CNA for 15 years! I know how to wash my hands!" But, instead, she takes a deep breath and says calmly, "I think that my handwashing technique is fine, but I'd be happy to review the policy with you."*

**14. REMEMBER:
BEING ASSERTIVE
MEANS THAT YOU
TREAT OTHERS
THE WAY YOU
WOULD LIKE
TO BE
TREATED.**

Assertiveness Rights & Responsibilities

Everyone has some basic rights and responsibilities when it comes to communication. If you follow these rights and responsibilities, you will be sure to act in an assertive and professional manner.

YOU HAVE THE RIGHT TO:



- Have your own ideas, opinions, and feelings.
- Tell others how you wish to be treated...and to ask for what you want.
- Say "No," or "I don't know," or "I don't understand."
- Ask for favors, as long as you accept that the answer might be "no."
- Make decisions for yourself.
- Change your mind.

- Make mistakes—and accept responsibility for them.
- Like yourself even though you're not perfect.
- Pursue your own goals and dreams.
- Have positive, satisfying relationships.
- Be told when you are doing a good job, and to accept the compliment with a "Thank you."

YOU HAVE THE RESPONSIBILITY TO:



- Respect other people's ideas, opinions, and feelings.
- Let other people make their own decisions—and accept it if they change their minds.
- Listen to other people when

they tell you how they want to be treated.

- Be patient with other people who say "No," or "I don't know," or "I don't understand."
- Learn from your mistakes.
- Accept that other people are not perfect and should be forgiven for their mistakes.
- Tell others when they are doing a good job.

REMEMBER...

Being assertive means that you can respect the rights of others *without giving up your own rights.*

Another responsibility that we all have is to respect *cultural differences*. Keep in mind that people who were not raised within the American culture may be offended by an assertive communication style. For example:

- Americans tend to respect assertive people who express their true feelings, while in other cultures this may be seen as inappropriate.
- In some cultures, maintaining eye contact is considered rude, aggressive, flirtatious, or disrespectful—not assertive.
- It can be a sign of aggression if you stand too close to someone. But, it's important to know what someone considers "too close." For example, Hispanics tend to be comfortable with people standing within 18 inches of them, while most Japanese people prefer a distance of 3 to 6 feet.



If you work with clients and/or co-workers who have different cultural backgrounds—and you seem to have difficulty communicating assertively with them—you may want to ask your supervisor for assistance. Perhaps together you can learn about any cultural differences that may be getting in the way of a positive relationship.

Assertive Listening

We can learn to be assertive by what we *say* to others, but we can also learn to be assertive by how we *listen*.

There are three main goals of assertive listening:

1. Let the other person know that you want to understand his or her point of view.

How can you do that? Let's look at Sally. She is meeting a new client, Mr. Nelson, for the first time and wants to establish a positive relationship with him. There are several ways that she can tell him that she is interested in what he has to say. For example, Sally could say:

- *I'd like to hear what you think about...*
- *Could you tell me what you think?*
- *Would you tell me more about how you see the situation?*
- *I'd like to hear your thoughts on...*

Sally's body language can also show her interest. For example, she could:

- Look directly at Mr. Nelson to show him that he has her attention.
- Lean forward *slightly* to show that she is interested.
- Act relaxed—rather than in a hurry—so Mr. Nelson feels that she has time to listen.

2. Understand accurately what the other person is saying.

Listening so that you hear *exactly* what someone is saying takes concentration and requires your full attention. How can Sally make sure she listens

accurately to Mr. Nelson? She can:

- Make sure she is relaxed—in both body and mind. (If she is tense or her own thoughts are racing, she may not truly listen to her client. If Sally is tense, she could try excusing herself for a minute, going into another room and taking a few deep breaths. This might clear her mind.)
- Ask questions as they come up, especially if she is unclear about anything that Mr. Nelson has said.
- Say “uh hum” and nod her head occasionally to encourage Mr. Nelson to keep talking.
- Maintain eye contact with Mr. Nelson so that she is listening with her ears and her eyes.

3. Let the other person know that he or she has been understood.

How can Sally tell whether she has truly understood Mr. Nelson? She can summarize what he had to say and ask him if she's got it right. For example, Sally could say:

“If I understand you correctly, you feel that you'd like me to help with your daily bath. But you are able to get dressed by yourself, except for putting on your socks and shoes. Is that right?”



Remember that *understanding* is different from *agreeing*. You can understand what other people are saying, but still disagree with them.

How to Be Assertive With Difficult People

When we talk about someone being a difficult person, it means that communication between you and that person is not easy.

Let's say you have a client, Mr. Brown, who you feel is "difficult." It doesn't mean that he is a bad person or that everyone feels that Mr. Brown is difficult. All it means is that there is something in your communications with him that seems to keep you from understanding each other.



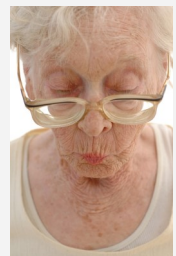
Like most people, you might feel uncomfortable when faced with a "difficult" person. For example, you might:

- Try to avoid that person as much as possible.
- Feel angry or frustrated after talking to that person.
- Feel unhappy about yourself or the situation.
- Fail to do your best work around that person.

How Can You Communicate Assertively With a Difficult Person?

- DON'T be afraid to stand up for yourself, but do it respectfully.
- DON'T overreact. (Don't make a "mountain out of a molehill.")
- DON'T make the other person look bad. This usually makes the other person want to fight back.
- DON'T talk more than you listen. And be sure to think before you speak.
- DON'T interrupt when the other person is talking. It usually makes things worse.
- DON'T try to change the person. It will never happen!
- DO ask yourself if the situation is serious enough to deserve your time and energy.
- DO ask questions to try to get the other person to open up.
- DO show concern and respect for the other person.
- DO control your anger. Remember that no one can make you feel bad unless you *let* them.
- DO focus on the here and now. Forget about what happened with this person last week or last month.
- DO smile and stay relaxed.

REMEMBER, you have a responsibility to provide quality care to your clients even if they are sometimes "difficult." Practice being assertive with all your clients, but never compromise client care.





A Communications Skills Module:
Being Assertive

EMPLOYEE NAME
(Please print):

DATE: _____

- ***I understand the information presented in this inservice.***
- ***I have completed this inservice and answered at least eight of the test questions correctly.***

EMPLOYEE SIGNATURE:

SUPERVISOR SIGNATURE:

Inservice Credit:

<input type="checkbox"/> Self Study	1 hour
<input type="checkbox"/> Group Study	1 hour

File completed test in employee's personnel file.

Are you "In the Know" about being assertive? Circle the best choice. Then check your answers with your supervisor!

- An aide is concerned about her client's poor appetite. She tries to tell the nurse, but the nurse says she doesn't have time to hear about it. The aide wants to handle the situation assertively. She should:
 - Demand the nurse listen to her right away.
 - Push the client to eat more food.
 - Tell the administrator that the nurse was mean to her.
 - Write down her specific concerns about the client and give a copy to the nurse.
- Generally, people who communicate passively are:
 - Good leaders.
 - Always able to ask for help when they need it.
 - Likely to say "yes" when they would like to say "no."
 - Very good at training new employees.
- TRUE or FALSE
When two people talk to each other in an assertive way, they both end up feeling good about the conversation.
- TRUE or FALSE
If you start your sentences with "I think" or "I feel," you are probably a passive communicator.
- If you were sitting at a desk doing paperwork and your supervisor walked over and started shouting at you, what could you do to show her that you want her to respect you?
 - Turn your head away to show her that you won't listen when she shouts at you.
 - Stand up so that you are at the same eye level.
 - Stare at her and say, "You are shouting at me!"
 - Get up and leave without saying anything.
- TRUE or FALSE
Only assertive people have the right to their own opinions.
- TRUE or FALSE
The best way to deal with a "difficult" client is to pretend you don't hear the client criticize you.
- TRUE or FALSE
Aggressive people tend to blame others for their problems.
- TRUE or FALSE
People from different cultures may have different ideas about how to communicate assertively.
- TRUE or FALSE
To listen assertively, all you need to do is smile and make eye contact.