



Participant Guide

# Effective, Assertive Communication

## Improving Your Skills

## Overview

Our topic today is Effective, Assertive Communication. We will cover the various modes of communication and learn to develop or enhance open interpersonal styles for the betterment of our personal and professional relationships. Having good talking and listening skills can also reduce misunderstandings and facilitate creativity and problem solving.



### Agenda

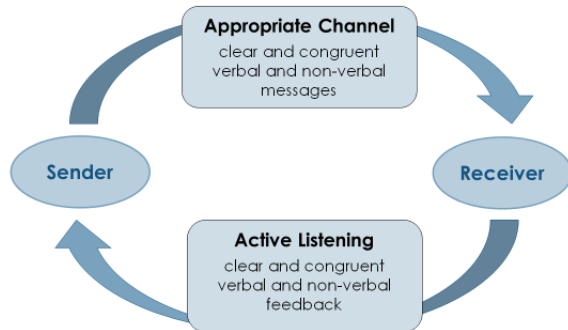
- What is Effective Communication?
- Communication Styles
- Techniques to Improve Communication Skills
- Non-verbal Communication and Communication Barriers



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**Seminar Length:** Approximately 1 hour

## Communication Process



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## What is Effective Communication?

Effective communication is being attentive

- Distinguishing between **listening** and **hearing**
- Entering the other's **world**
- Not **assuming**



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## What is Effective Communication?

It also means communicating assertively

- Making relationships more **equal**
- Saying what you **feel**
- Being **straight forward** about what you mean
- Achieving **win-win**



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## EXERCISE:

### Worksheet: How Well Do You Assert Yourself?

1. You choose and make decisions for others
2. You are brutally honest
3. You demand your own way
4. You feel righteous, superior, controlling – later possibly feeling guilt
5. You allow others to choose and make decisions for you
6. You are indirect and self-denying.
7. You feel anxious, ignored, helpless, manipulated, angry at yourself and/or others
8. Others feel guilty, or superior and frustrated with you
9. You manipulate others to choose your way
10. You tend towards indirectness with the air of being direct
11. If you don't get your own way, you'll make snide comments or pout and be a victim
12. Others feel confused and frustrated, not sure who you are or what to expect next
13. You choose and make decisions for you
14. You are sensitive and caring with your honesty
15. You are self-respecting, self-expressive and straight forward
16. You are willing to compromise and negotiate

### Communication Style Key:

**If most of your answers are in:**

**1-4**

**5-8**

**9-12**

**13-16**

**Your primary style is:**

**Aggressive**

**Passive**

**Passive Aggressive**

**Assertive**



## "I" Language Assertiveness

1. Express your feelings
2. Describe the behavior
3. Describe the effect on you
4. Give a statement of the desired change
5. State the consequences if the behavior does not change

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## Exercise – TRY IT

Please complete the following:

### Try It!

I feel \_\_\_\_\_ when you \_\_\_\_\_  
*(feeling word)* *(behavior)*

because \_\_\_\_\_  
*(effect on speaker)*

I would like you to \_\_\_\_\_  
*(statement of change)*

If you do/don't \_\_\_\_\_  
*(statement of change)*

I will/I may/it will \_\_\_\_\_  
*(statement of consequence)*

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## Components of Non-Verbal Communication



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## Sender/Receiver Disconnect

Two leading causes of communication breakdowns and misunderstandings

- Listening Barriers
- Contradictory messages

Solutions

- Discard bad listening habits
- Build effective listening skills
- Learn to read body language



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## Active Listening

### Effective Listening

- Suspend judgment
- Reflect feelings
- Paraphrase main ideas
- Clarify with questions
- Make summarizing statements

### Barriers

- Thinking of how you will respond
- Judging
- Loaded words
- Advice giving
- Quizzing
- Reassuring

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## Clarification Skills

- A. Hearing
- B. Clarifying and Confirming
- C. Responding




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### Questions:

1. What's a poor listening habit you want to let go of?
2. What is something you can do to make you a more effective listener?
3. Are you more aware of body language and what it might signal to others.

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## Confidential Life Balance Solutions at No Cost To You

### Counseling

Set # of free face-to-face, phone, video or chat sessions per issue per 12 months

- Difficulty with relationships
- Emotional distress
- Job Stress
- Communication/conflict issues
- Substance use
- Grief

### Family Care

Resources for all stages of life: Parenting & Childcare

- Childcare resources & referrals
- Tutors, mentors, programs for children with special needs
- Teens, college and beyond
- NewBaby Kit

### Adult Care Needs

- Meals-on-Wheels
- Alzheimer's education
- In-home, sub-acute, rehab care
- Free resource book

### Legal & Financial

#### Legal Referrals

- Immigration
- Family law
- Estate planning
- Wills & trust

#### Financial Consultations

- Money management
- Debt consolidation
- Investment basics
- Income taxes

#### ID theft resolution

#### Legal Resource Center

employees.concernhealth.com

800-344-4222



## Benefits

Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act:

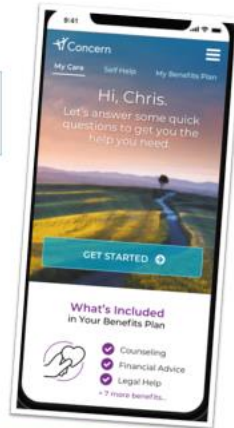
- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected

Call Concern's toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

## Concern's Digital Platform

Your front-door for easy, confidential access to personalized support, anytime you need it

- Easy access on your computer or portable devices
- Create your personal dashboard
- Request services, select counselors
- Connect to mindfulness resources from eM Life



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## Concern's Digital Platform

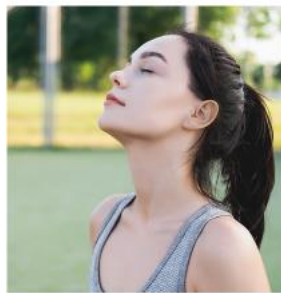
Accessible from your phone, tablet or computer. It is your front door to everything Concern has to offer: your Personalized Dashboard.

It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

## Mindfulness for Everyday Living

Access via Digital Platform

- Evidence-based
- Designed for daily use
- Live and on-demand
- Personalized experience
- Expands prevention
- New skills



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## Mindfulness for Everyday Living

You have access to eM Life – an entire suite of evidence-based live and on-demand mindfulness solutions.

- It Can be accessed via the Concern Website: employees.concernhealth.com, or
- You can download and access via your mobile phone.

Thank you!  
Questions? Comments?



Please complete the Survey Monkey  
<https://www.surveymonkey.com/r/3VHDNPS>

