THE TITLE IX OFFICE PRESENTS:

Do you hear what I hear?

Assertive Communication Edition

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Presentation Overview

TOPICS AND HIGHLIGHTS

Communication Styles Overview
The Art of Being Assertive
Techniques for Assertive Communication
Healthy Relationships
Assertive Communication Benefits
FOUR STYLES OF COMMUNICATION

**1. Assertive**
- Self confidence and high self-esteem
- Respect for self and towards others
- Takes responsibility for self
- Listens to others and asks questions
- Honest and direct

**2. Passive**
- Offering no opposition
- Lack of self-confidence or self-esteem
- Allows others to control situation
- Downplays their own needs
- Willing to fit in with others to keep the peace

**3. Aggressive**
- Disrespectful to others
- Winning at all costs
- Sarcastic communication
- Violates boundaries
- Controls others and situation

**4. Passive-Aggressive**
- Fight-Flight pattern
- Not addressing problem or behavior
- Talking about individuals behind their back
- Fluctuating between boundaries being violated and rights being respected
Being Assertive

FOR THE LOVE OF ALL THINGS CIVIL

- Respect others' rights as well as your own
- Communicate directly and with confidence
- Work through conflict calm, cool, and collectively
- Handle and receive feedback effectively
- Set boundaries
- Focus on behavior and problem solving
- Refrain from attacking
THE THREE C'S

CONFIDENCE
you believe in your ability to handle a situation.

CLEAR
the message you have is clear and easy to understand.

CONTROLLED
you deliver information in a calm and controlled manner.
DID YOU KNOW?

Verbal and Non-Verbal Communication

Both important
"I understand that you may want to have dinner tonight [acknowledgement]. It turns out that I had a really long day and I feel exhausted [explanation], so I am going to pass on tonight [saying no]. Perhaps there is another night later this week when we can get together. What do you think [alternative option]."

How to say "no."

ASSERTIVE COMMUNICATION
When you ______________________
I feel/felt ______________________
because ______________________

What I want/need from you is ________________

Assertive Communication Formula
• SO WHAT YOU ARE SAYING IS...
• I CAN SEE THAT THIS IS IMPORTANT TO YOU AND IT IS ALSO IMPORTANT TO ME. PERHAPS WE CAN TALK MORE RESPECTFULLY TO EACH OTHER...
• I WOULD APPRECIATE IT IF...
• LET ME UNDERSTAND YOUR THOUGHTS ON THIS...

Examples

ASSERTIVE COMMUNICATION
**ASSERT YOURSELF**

- Listen to understand
- Keep Calm, deep breaths and take your time while also allowing others to express their feelings
- Be prepared and stick to the facts
- Compromise if possible

**BENEFITS**

- Solves problems through negotiation and compromise
- Helps individuals become problem-solvers
- Assertive communication may decrease physical and mental stress
- Communication is clear which reduces misunderstanding and clarifies expectations.
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Free Resources

www.loveisrespect.org
www.stalkingawareness.org

Citations

www.loveisrespect.org

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I will leave you with this...

Great minds discuss ideas; average minds discuss events; small minds discuss people.

- Eleanor Roosevelt