

## ASSERTIVE SKILL PRACTICE

Taking account of our work on assertive behaviour, write assertive responses to these scenarios:

SCENARIO	ASSERTIVE RESPONSE
You want to go to the department meeting. Your manager says to you: "John, as everyone can't go the meeting, would you mind staying and answering the phone." You do mind.	
Your boss comes up and says: "I've been waiting a week now for that analysis report you were doing. Can't you cope with your workload?"	
At a daily briefing with the team, Cherry (your manager) comes up with an idea which you yourself had mentioned to her only 3 days ago. The problem was that she indicated that it was her idea. You are annoyed about this, and want to tackle her after the briefing.	
A colleague asks you for your computer password as he's forgotten his. You feel uncomfortable about doing this. You respond:	
You have been with the company 12 months. Having coffee with a colleague who was on the same induction as you, you discover she's had 3 appraisals. You've only had one. You want to tackle Mo, your line manager, about it.	
A delivery is 2 weeks late, and stock is running low. You telephone the supplier who says: "Yeah, I know. We're having real big problems getting raw materials. It'll be another 3 weeks or so yet"	

## ASSERTIVE SKILL PRACTICE – SUGGESTED SOLUTIONS

1. "I appreciate that it's not possible for everyone to go, however I would really like to go to this one. Can anyone else take the phone or can we put voice mail on for the duration."

2. "I'm sorry that I've missed the deadline, however I have had other priorities. I guarantee to finish it the end of the week. Is that okay?"

**TIP:** Don't rise to the sarcastic footnote he/she uses about coping with the workload. Keep focused on the facts, and what you are going to do about it.

3. "In that daily briefing this morning, you mentioned that the idea was one of yours - but if you recall, I came up with that idea at our 1:1 meeting last week. I feel really disappointed that the team doesn't realise this. What do you think?"

**TIP:** Use the 'how you feel' factor in conversations for emphasis. If you felt angry, say so. However, don't claim to be emotional if you aren't. People can, generally speaking, see through this.

4. "Look, I can see that you have a problem getting into the system. However, I'd prefer it if you didn't use my password. Why don't you talk to I.T.?"

**TIP:** See the section on **Saying No** - he has no right to ask for your password.

5. "I appreciate that you're really busy, however I would really appreciate a couple of minutes to talk to you about my next appraisal. Can we talk now?"

6. "I can see your problem. However I have a severe stock issue because of it. I need it delivered before then. What can you do for me?"

**TIP:** Don't accept the first offer from him. Throw the issue back to him to offer a time scale again.