

Assertive Communication Skills for Staffing Professionals



Presented by
Pamela Jett

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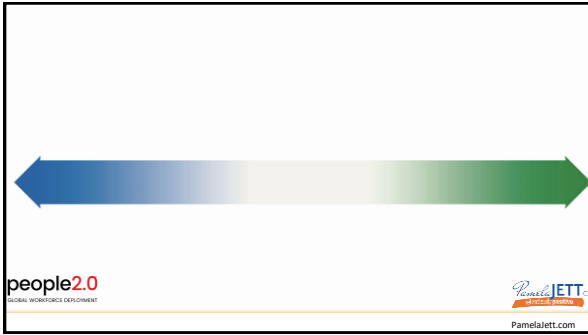
How Will This Work for Me?

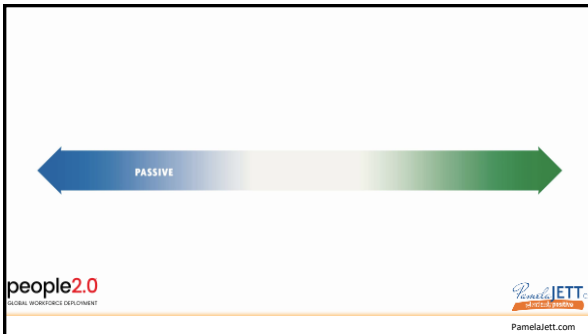


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Sorry
Just

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assertive communication

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Sorry
Just
Little

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PASSIVE AGGRESSIVE

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Should

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Should
You have to...

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PASSIVE ASSERTIVE AGGRESSIVE

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Assertive Communication
is Communication Which
Respects the Rights of
Both Parties

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Passive
Aggressiveness

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- Sarcasm

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- Sarcasm
- Kitchen-Sinking

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- Sarcasm
- Kitchen-Sinking
- Gaslighting

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- Sarcasm
- Kitchen-Sinking
- Gaslighting
- Ghosting

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- Sarcasm
- Kitchen-Sinking
- Gaslighting
- Ghosting
- Gunny-Sacking

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- Sarcasm
- Kitchen-Sinking
- Gaslighting
- Ghosting
- Gunny-Sacking
- The Silent Treatment

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- Sarcasm
- Kitchen-Sinking
- Gaslighting
- Ghosting
- Gunny-Sacking
- The Silent Treatment
- Withholding (time, praise, intimacy)

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- Sarcasm
- Kitchen-Sinking
- Gaslighting
- Ghosting
- Gunny-Sacking
- The Silent Treatment
- Withholding (time, praise, intimacy)
- Sabotage

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- Sarcasm
- Kitchen-Sinking
- Gaslighting
- Ghosting
- Gunny-Sacking
- The Silent Treatment
- Withholding (time, praise, intimacy)
- Sabotage
- Backhanded compliments

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1. Anger is Socially Unacceptable



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1. Anger is Socially Unacceptable
2. Sugarcoated Hostility is Socially Acceptable

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1. Anger is Socially Unacceptable
2. Sugarcoated Hostility is Socially Acceptable
3. Passive Aggression is Easier than Assertiveness

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1. Anger is Socially Unacceptable
2. Sugarcoated Hostility is Socially Acceptable
3. Passive Aggression is Easier than Assertiveness
4. Passive Aggression is Easily Rationalized

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1. Anger is Socially Unacceptable
2. Sugarcoated Hostility is Socially Acceptable
3. Passive Aggression is Easier than Assertiveness
4. Passive Aggression is Easily Rationalized
5. Revenge Appears to Be Sweet

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1. Anger is Socially Unacceptable
2. Sugarcoated Hostility is Socially Acceptable
3. Passive Aggression is Easier than Assertiveness
4. Passive Aggression is Easily Rationalized
5. Revenge Appears to Be Sweet
6. Passive Aggressive Behavior Can Be Convenient

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1. Anger is Socially Unacceptable
2. Sugarcoated Hostility is Socially Acceptable
3. Passive Aggression is Easier than Assertiveness
4. Passive Aggression is Easily Rationalized
5. Revenge Appears to Be Sweet
6. Passive Aggressive Behavior Can Be Convenient
7. Passive Aggression Can Be Powerful

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Is Making This Decision
Moving Me Closer To
Or Further Away From the
Person I Want to Become?

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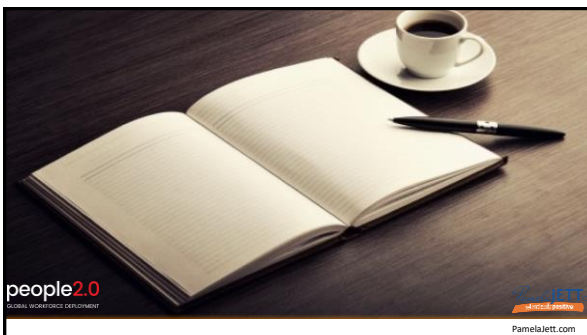
Know Your
Personal and
Professional
Priorities



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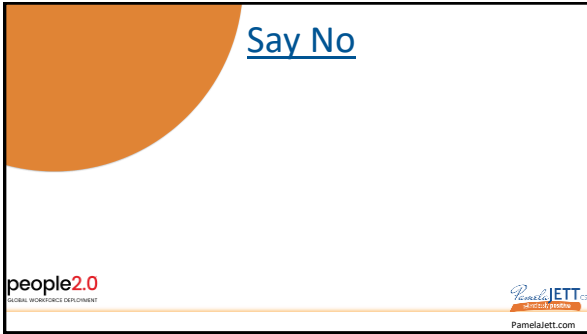


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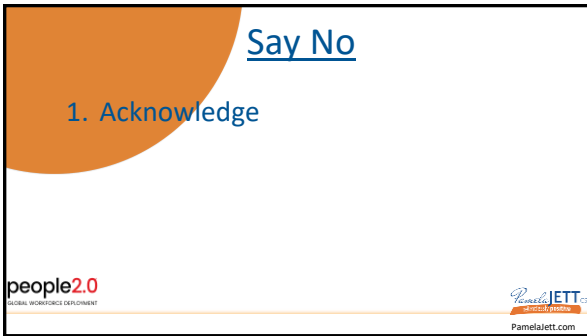
Say No



A presentation slide with a white background and an orange quarter-circle graphic in the top-left corner. The text "Say No" is centered at the top in blue. At the bottom left is the "people2.0" logo, and at the bottom right is the "Pamela JETT" logo with the website "PamelaJett.com".

Say No

1. Acknowledge

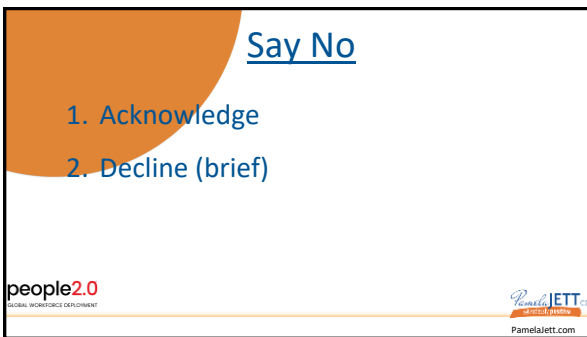


A presentation slide with a white background and an orange quarter-circle graphic in the top-left corner. The text "Say No" is centered at the top in blue. Below it, "1. Acknowledge" is written in blue. At the bottom left is the "people2.0" logo, and at the bottom right is the "Pamela JETT" logo with the website "PamelaJett.com".

Say No

1. Acknowledge

2. Decline (brief)



A presentation slide with a white background and an orange quarter-circle graphic in the top-left corner. The text "Say No" is centered at the top in blue. Below it, "1. Acknowledge" and "2. Decline (brief)" are written in blue. At the bottom left is the "people2.0" logo, and at the bottom right is the "Pamela JETT" logo with the website "PamelaJett.com".


Say No

1. Acknowledge
2. Decline (brief)
3. Give Reasons

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 It Is Easy To Say “No” and
Not Feel Guilty When You
Have a “Bigger Yes”
Burning Inside

Stephen Covey

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Say No



1. Acknowledge
2. Decline (brief)
3. Give Reasons
4. Suggest Alternatives

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4-Step Assertiveness Template



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4-Step Assertiveness Template

1. When _____, I _____.





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4-Step Assertiveness Template

1. When _____, I _____.

2. Because _____.



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4-Step Assertiveness Template

1. When _____, I _____.
2. Because _____.
3. If you _____,

4-Step Assertiveness Template

1. When _____, I _____.
2. Because _____.
3. If you _____,
4. I _____.

Assertive Communication
is Communication Which
Respects the Rights of
Both Parties

