



## Module IV. SOFT

Interpersonal  
Skills  
Course

**Topic 3.** Understand others:  
Emotional Intelligence

**Lesson 2**  
**Assertiveness**



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## IN THIS LESSON, WE WILL LEARN...



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## DIFFERENT STYLES OF COMMUNICATION



**AGGRESSIVE STYLE**

**PASSIVE STYLE**

**ASSERTIVE STYLE**

**PASSIVE-ASSERTIVE STYLE**



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## AGGRESSIVE STYLE

### WHAT IS IT

Characterized by expressing ideas, feelings, needs, opinions, in an inappropriate way and without respecting the rights of others.

### WHAT IS INTENDED

To dominate the other person.

### IN WHAT KIND OF PEOPLE IS IT MOST FREQUENT

People who have frequent interpersonal conflicts, often feel guilt and frustration, in addition to having a bad image of themselves even though they appear otherwise.

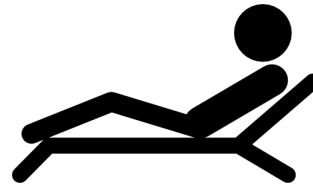
### SOME EXTERNAL CHARACTERISTICS

gaze; high voice volume; they speak fluently and quickly, sometimes hastily; threatening gestures; intimidating posture; clenched, tight fists.



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## PASSIVE STYLE

### WHAT IS IT

This style of communication is based on not expressing thoughts and feelings that in normal situations should be expressed.

### WHAT IS INTENDED

Avoid communication because you fear the possibility of not pleasing others

### IN WHAT KIND OF PEOPLE IS IT MOST FREQUENT

Shy, insecure or introverted people

### SOME EXTERNAL CHARACTERISTICS

Relatively poor eye contact, low tone of voice, short responses, and non-verbal language that expresses an insecure attitude



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## ASSERTIVE STYLE

### WHAT IS IT

What you think and feel is expressed directly; communicates honestly and transparently, but without trying to dominate the other person.

### WHAT IS INTENDED

Establish a balance in which both your interests and those of the other person are considered

### IN WHAT KIND OF PEOPLE IS IT MOST FREQUENT

In those people who feel good about themselves and with others, with high emotional intelligence

### SOME EXTERNAL CHARACTERISTICS

They maintain direct eye contact, have a fluent manner of speaking and a normal tone of voice.



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## UNDERSTAND THE DIFFICULTIES OF BEING ASSERTIVE

THE ORIGIN OF THE DIFFICULTIES WHEN IT COMES TO BEING ASSERTIVE CAN BE FOUND IN:



### THE LACK OF SELF-ESTEEM AND CONFIDENCE

YOU CAN CAUSE THE PEOPLE AROUND YOU TO GET USED TO NOT TAKING YOU INTO ACCOUNT



### STRESS OR NERVE

THIS BEHAVIOUR WILL INCREASE THE FEELING OF ANXIETY AND WILL CAUSE THE REJECTION OF THE PEOPLE WHO LISTEN TO YOU



### YOUR PERSONALITY TYPE

DON'T BE SURPRISED IF YOU FIND THAT BY NATURE YOU TEND TO BE MORE PASSIVE OR MORE AGGRESSIVE; IT IS GOOD THAT YOU KNOW YOURSELF TO KNOW WHAT YOU HAVE TO WORK TO ACHIEVE TO BE MORE ASSERTIVE



### YOUR PREVIOUS EXPERIENCES

WE ARE ALL AFFECTED BY THE TYPE OF EDUCATION WE HAVE RECEIVED; THIS CAUSES YOUR NATURAL WAY OF REACTING TO TEND TOWARDS PASSIVITY OR AGGRESSIVENESS



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## HOW TO ACHIEVE A HIGHER LEVEL OF ASSERTIVENESS

THE ORIGIN OF THE DIFFICULTIES WHEN IT COMES TO BEING ASSERTIVE CAN BE FOUND IN:



**THINK POSITIVE**

**ONLY YOU CAN EXPRESS WHAT YOU CARRY INSIDE**



**HAVE AN ACTION PLAN**

YOU MUST BE CLEAR ABOUT THE ACTIONS YOU ARE GOING TO DO FOR BEING MORE ASSERTIVENESS



**CONVEY YOUR EMOTIONS**

WHEN YOU DESCRIBE HOW YOU FEEL, YOU WILL BE ABLE TO MAKE THE OTHER PERSON EMPATHIZE WITH YOUR FEELINGS AND THEREFORE



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## CONCLUSION



To the extent that we learn to communicate more assertively, we will be able to strengthen our self-esteem, achieve our goals through open and understanding dialogue, while generating healthy bonds with the people around us.



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