

“Raise your words  
not your voice.  
It's rain that [builds  
strength], not thunder.”  
Rumi

## ASSERTIVENESS SKILLS PROGRAM

### *Managing Offensive, Abusive, Disruptive or Inappropriate Behaviours via the CARM Empathic-Assertion™ Method*

#### ➤ Program Background

There are many situations, both personal and professional, in which communication and related behaviour can suffer. It could be simply facing a less than satisfied customer within a service sector, or performing regulatory functions.

Working with others, whether internal or external to the organisation, can also necessitate both expressing and receiving feedback or advice that can relate to work goals, objectives and performance. It may involve exchanging views and opinions or discussing differing wants and needs. In these and many other interpersonal settings pressure can build and behaviours can, for a variety of reasons, deteriorate. People say and do things that are not always appropriate. It can be disrespectful and disruptive. In more challenging settings, behaviours can become offensive and abusive.

All too often when people assert themselves, they do so in a manner that lacks the balance required to have a positive influencing effect. They may become passive and submissive, denying their own personal rights or not helping to

reasonably support others, which can have detrimental effects on their personal and professional wellbeing and relationships. In the alternative, they may become aggressive and attack back with equally disrespectful or unhelpful responses that result in harm to them and their organisation; an approach that can also be exceptionally difficult to rightfully defend.

Having CARM™ skills in appropriate assertion techniques empowers people to effectively manage a kaleidoscope of poor behaviours in an infinite variety of settings. It enables people to “say what may need to be said, and do what may need to be done – and do so with respect for themselves and other people”.

With the CARM™ approach, you can be assertive in a way that will gain the result you need respectfully.

When combined with other skills associated with de-escalation and negotiation, assertiveness skills training helps people develop a well-rounded capability to confidently and effectively manage poor behaviours.

#### ➤ Benefits



- ✓ INCREASE staff capability to respond to poor behaviour in a firm, fair and respectful way
- ✓ ENHANCE the performance and capacity of people and organisations to manage poor behaviour
- ✓ REDUCE feelings of disempowerment and anxiety which can often arise in conflict and disagreement
- ✓ IMPROVE self-esteem and confidence in responding to challenging behaviours
- ✓ CREATE a culture that can respond with confidence to difficult / unwanted / inappropriate behaviours
- ✓ ESTABLISH behaviour boundaries to ensure interactions can proceed safely and respectfully
- ✓ APPLY a method to effectively engage others to return to cooperative behaviours when they are otherwise impacted by pressure, stress and frustration
- ✓ PROTECT relationships whilst still addressing counterproductive behaviours
- ✓ MASTER assertiveness skills in managing all manner of challenging behaviours
- ✓ TARGET poor behaviours with an assertive method that adapts to specifically address different levels of escalation within a given situation

## Program Overview

The program builds your understanding of the drivers of poor behaviour enabling you to determine when and how being assertive is an appropriate, effective and justifiable option to manage poor behaviour.

You will examine common thoughts and beliefs about assertiveness, dispelling myths that counter efforts and inhibit assertiveness. You will learn how assertion combines well with other de-escalation and negotiation strategies.

This program will introduce you to the CARM Empathic Assertion Method™, with three clear steps that enable you to recover and resume a respectful interaction. Learning this method enables you to deliver the right message accompanied by the right balance of pressure applied at the right moment to achieve the best outcome.

You will examine assertive, passive and aggressive styles to distinguish between the three. You will learn techniques to reduce pressure and better enable your message to be heard. You will learn the interrelationship between empathy and assertion and develop key empathic responses within your assertive language. You will learn a technique that enables empathy to remain in-tact and purposeful even when providing negative feedback regarding the other persons behaviour.

You will learn to incorporate within the method of assertion, principles of persuasion that specifically target key areas that promote the necessary change.

You will learn variations in your message that enable you to increase your assertion when behaviour remains unchanged or worsens. This staged approach ensures that your efforts adjust effectively to the different degrees of poor behaviour, from best to worst case.

By the end of the program, you will possess the knowledge and skills that will enable you to not only confidently and capably critique any and all poor behaviour, but to also gain the result you need of influencing a positive change in that behaviour without harming the all important relationship.



*“You teach people how to treat you by what you allow, what you stop and what your reinforce.”*

Rikki Rogers

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## Topics Covered

### Determining when to be assertive

- The 3 main drivers of poor behaviour
- Determining when an assertive approach is an appropriate, effective and justifiable option
- Examining common thoughts and beliefs surrounding assertion – dispelling myths that are counterproductive
- Valid alternatives to assertion in escalated situations

### The CARM Empathic Assertion Method™

- Reviewing our own approach and style
- The 3 key steps of The CARM Empathic Assertion Method™
- Comparing assertive, passive and aggressive styles
- The key to reducing pressure and leveraging assertion
- ‘Bridging the Gap’ technique: From empathy to persuasive influence

### Key's to persuasive language

- Passive vs Abrasive language
- Developing the language and demeanour of effective assertion – applying principles of persuasion

### Deepening assertiveness

- What to emphasise when behaviour remains unchanged or worsens
- Escalating your response for worst case scenario's

