



The Difference Between Being Aggressive and Assertive: Women In the Workplace

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Aggressive	Assertive	Passive
Self-centered	Will stand up for own rights, while sensitive to others	Concerned about others to the point of personal detriment
Often is stressed and stresses others.	Deals with stressful situation and moves on	Stressed internally though may not show
Often manifested as a result of poor self-esteem	Requires a strong self-image	Often manifested as a result of poor self-esteem
Direct to a point of inappropriateness	Direct, honest, appropriate communication	Indirect and often not honest to self
May not be liked or respected	Often respected by others	Often liked, but may not be respected
Puts down others	Builds others up	Builds others up even at own expense
Feels a need to control everything and everyone—holds others accountable, but not self	Willing to take personal responsibility for own actions and holds others accountable	Holds self accountable, but not others
Confrontive—forces others to follow	Tends to lead by example, does not seek nor avoid confrontation	Avoids confrontation—often overly apologetic
Restrictive	Flexible with guidelines	Strict guidelines for self, but not others
Vocally abrasive	Open, yet sensitive, polite	Reserved, indirect, restrained
Extremely direct—forces feelings, thoughts and ideas on others	Direct, but considerate	Avoids expressing feelings
Demands	Asks	Wishes

Developing More Assertiveness

Most of the time in work situations do I find myself assertive, aggressive, passive?

Circumstances or situations where I am ...

Assertive _____

Aggressive _____

Passive _____

What is it about these situations that causes me to react that way?

Assertive _____

Aggressive _____

Passive _____

What commitment can I make to turn the aggressive and/or passive situations into assertive?

Forms of Evidence

Demonstrations (show how something works)

Examples (personal experiences or experiences of others)

Facts (points that are specific, true, and can be proven)

Exhibits (a visual, chart, graph, picture, schematic drawing, or other tangible object)

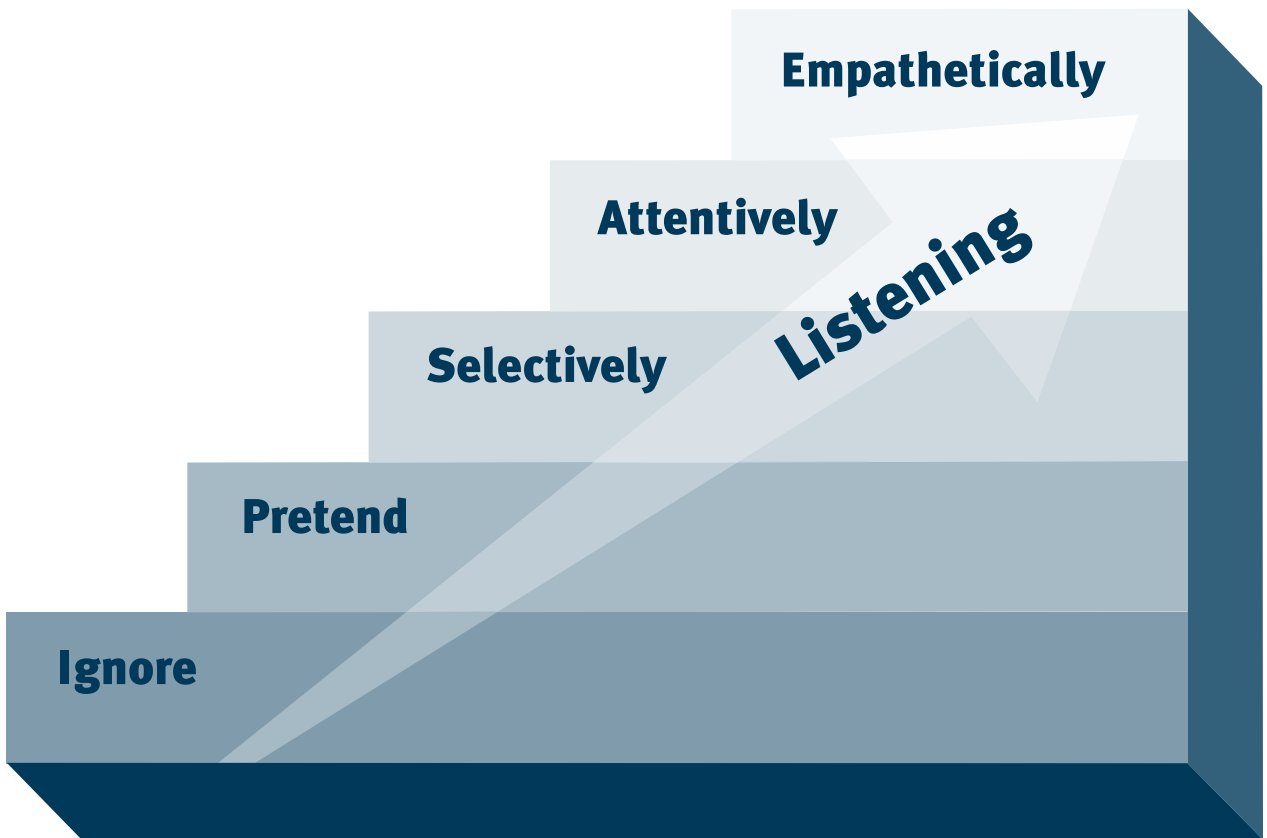
Analogies (relating a complex idea to something simpler and easier to understand)

Testimonials of experts (quoting a recognizable or credible source)

Statistics (numbers indicating increases, decreases, percentage changes, comparisons, trends, and summation)

Notes

Levels of Listening



Cushions

When opinions differ, use cushions to “soften the blow”!

I see what you are saying ...

Let’s consider this ...

I appreciate what you are saying ...

Let’s also discuss ...

How about this angle ...

What would happen if ...

Have you ever thought about ...

Compare that idea with this idea ...

Notes

Saying “No” Principles

- To get the best of an argument—avoid it.
- Show respect for the other person’s opinion. Never tell a person he or she is wrong.
- If you are wrong, admit it quickly, emphatically.
- Get the other person saying “yes” immediately.
- Let the other person do a great deal of the talking.
- Try honestly to see things from the other person’s point of view.
- Be sympathetic with the other person’s ideas and desires.