

## **Build Personal Confidence and Professional Assertiveness (or vice versa)**

Elizabeth Berrien, April 19, 2017 Presentation to Eureka Woman's Club

Feeling taken advantage of when you say "yes?" Feeling guilty when you say "no"?

Learn assertiveness, setting healthy boundaries, achieving positive win/win solutions. Learn to stand your ground against toxic, powerful and/or manipulative persons in the walks of personal and professional life.

### **GOALS:**

**Self-respect > Confidence > Gain & maintain the respect of others**

**Persistence** in establishing assertive behavior – so others eventually reduce exploitive behavior

**Self-Awareness:** Avoid going over the edge from assertiveness into aggression

**To be respected, respect yourself**

**"Nice Girl"** series, **"Better Boundaries"**: It's often more important to be respected than to be liked. Let go of childhood conditioning to authority – size up people who set themselves up as authority.

**Own title** to your personal esteem. When others seem eager to pass judgment, consider the source...

### **TECHNIQUES:**

**Persistence**, aka Broken Record: **"I'm sorry, but it's just not possible."**

**No reasons** or excuses – so they have nothing to grab onto and try to fight or change

**Not my circus, not my monkeys:** lack of planning on their part doesn't make it an emergency on my part

**Fogging/Judo:** deprive them of a fight

**Wonder-Woman** Power Pose

**Self-Defense** training

**Assertiveness training** with a therapist or personal coach

**DIY** with the internet and library

Practice **role-playing** with a buddy

**Speech** and/or voice lessons

**Being More Assertive in Real Life: TRIAGE**

**Make a list** – who/what are the people/situations in your life that challenge your confidence?

**Start small** – practice on telemarketers, panhandlers, needy casual acquaintances, bake sales, dismissive store clerks. Validate your resistance by making planned donations at times of your own choosing.

Work up to the expert exploiters, manipulators and bullies in your life. Learn to identify **Frenemies**

**PLAN** your appropriate response to:

Time bandits

Boundary Pirates

Aggressive panhandlers/fundraisers in all walks of life (who don't take "no" the first time)

friends and family in genuine need (decide how, when and to what degree you feel okay helping)

strangers in genuine need

volunteer press-gangs

asking for:

your money, time, and/or personal space

We're expecting you here for dinner this weekend. Be here by five!

I need you to work overtime, the weekend, etc.

Can I stay with you a few days, just till I get my act together?

Please donate to my neighbor's best friend's mother-in-law's emergency Gofundme...

Can I use you for my kids' school emergency contact?

Hi! I was in the neighborhood, thought I'd just pop by for a chat!

Can I borrow your car? Or can you bring your truck and help me move? Can I store stuff in your garage?

Can we count on you to help with the bake sale?

### Ploys:

### Loads of Drama:

"I'm a bigger victim than you are!" (guilt trip: you don't deserve to be happier/healthier/wealthier than them)

"Only you can rescue me because..." (guilt trip: they are helpless, you don't deserve to be self-reliant)

You should do this for me because..."

"If you're really my friend, if you really love me, you'll do this for me." (Which really means, they only value your friendship or love in terms of what you can give them or do for them).

**Threats, Emotional Hijacking** (self-hostage taking. Blazing Saddles sheriff holding gun to his own head)

"If you won't do what I ask (with money, space, listening time, etc), I'm going down for the third time."

"If you won't donate/plan/fundraise/setup my event, I'll just have to cancel (and it'll be **your** fault!)"

### MORE TECHNIQUES:

Sudden, unwelcome requests: "**Let me think on it** and get back to you." (buy time, get collected)

**Half-empty half-full:** Sorry I can't do what you ask, but (reminder) I'm glad to have helped you in the past.

EQ = Emotional intelligence. Develop it, and learn to recognize it (or its absence) in others.

Fighting fair: Controlled emotions, no name calling, undermining or humiliation. Work together = win/win

Egg Timer: tool for setting boundaries with phone hogs

**You are entitled to be the #1 person to judge yourself and make your own decisions.**

