



Assertiveness
&
Effective Communication
with DOVE Inc.

WELCOME! Class will start soon.



Principles of Boundary Setting

1. Breathe.
2. What's going on? (*Name the behavior.*)
3. How do I feel about it?
4. What do I want/need?
5. Ask for what I want/say what I need.

Note: Setting boundaries and noticing how someone responds is a way for us to learn how trustworthy they are.





Steps to a Challenging Conversation

1. Breathe.
 2. Clearly identify the problem.
 3. Say what you want/what you need to change.
 4. Assess their response.
 5. Think through next steps.
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Strategies for having effective challenging conversations

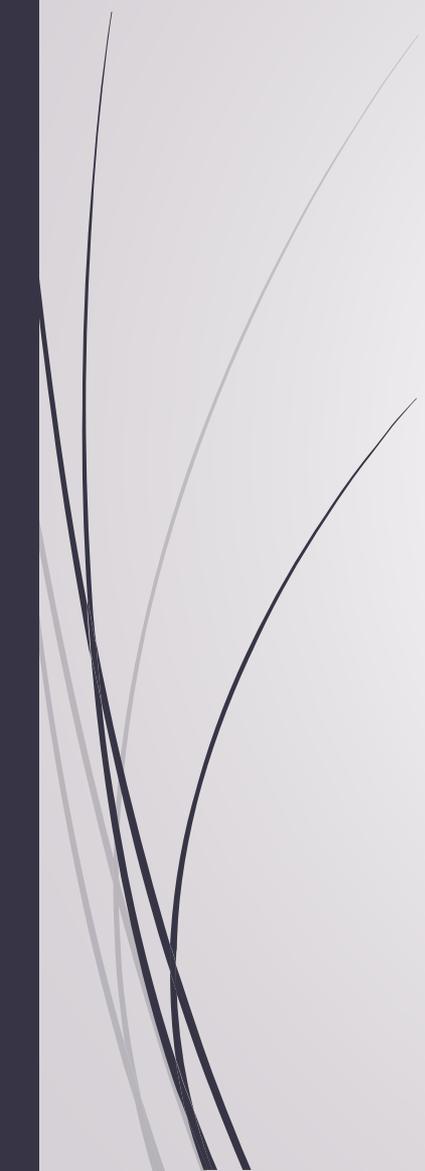
- ▶ Use consistent, neutral tone and body language to match your message, to the best of your ability.
- ▶ Emphasize that the issue is important to you.
- ▶ Do your best not to get off the topic.
- ▶ Acknowledge any truth in their response.
- ▶ *Don't let your ego get hooked!*

How We Communicate

- ▶ Nonverbal communication plays a major role in any conversation. Before focusing on our words, people first notice:
 - ▶ Tone of voice
 - ▶ *Jim's demonstration of tone demo*
 - ▶ Body language
 - ▶ How we are sitting or standing
 - ▶ Gestures/fidgeting/natural movement-it's normal!
 - ▶ Facial expressions
- ▶ In order to communicate effectively our words, tone of voice, and body language need to be as in sync as possible.



What do you notice happens to your tone and/or body language when you feel:

- Nervous?
 - Afraid?
 - Angry or annoyed?
 - “Over it” /Shut-down?
- 



*What is a
microaggression?*



Working definition:

A statement, action or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group such as but not limited to race, ethnicity, religion, ability, age, gender/gender identity, political affiliation, beliefs, etc.

The term was originally coined in 1970 by Harvard University psychiatrist Chester M. Pierce, in reference to insults and dismissals he regularly witnessed non-Black Americans inflict on African Americans.



Roleplay Intros & Demonstrations



Key Principles of a Negotiation

1. What needs to be negotiated?
2. What is your history with this person?
3. What do you WANT? (Ideal outcome)
4. What are you UNWILLING to accept? (Your bottom line)
5. What are you WILLING to accept? (The compromise)

Note: Sometimes a setting a boundary or having a challenging conversation isn't what needs to happen; sometimes it's about reaching a shared solution or compromise!



REMEMBER...

- ▶ Boundaries, coming to a compromise, and having difficult conversations can be stressful and test us!
 - ▶ They can also be validating, and are crucial to have in order to grow, create change, and learn in our life experiences.
 - ▶ In order to think clearly and communicate effectively, it's important to manage our body's stress response.
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What is Adrenaline?

- ▶ Adrenaline is a hormone produced in the body when there is a perceived threat or danger (the threat may be psychological).
 - ▶ It is commonly known as the body's flight/fight/freeze response.
 - ▶ Adrenaline responses are normal survival mechanisms that can help us react quickly to uncomfortable or life threatening situations.
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What changes in your body or behavior do you notice most when you feel stressed or tense during a conversation?



ADRENALINE MANAGEMENT & GROUNDING TECHNIQUES

- ❖ Finding your breathing
 - ❖ Points of Contact
 - ❖ Tapping
 - ❖ Positive Imagery
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Questions? Connect with us!

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Support Resources

<http://impactboston.org/resources/support-services/>

Please give us feedback!

<https://forms.gle/h7RxFaz2MtGiZCtP6>



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