

## Aspects of Assertive Communication TRANSCRIPTION

Aspects of Assertive Communication, with Moni Avello. Hi, my name is Moni. I am here because I am an iREFs, which is Institute-wide Resources for Easing Friction and Stress. We are graduate students that are trained formally in conflict management in order to support all of you. And so, please please please use us if you ever feel like you would need support in anything. Via very formal negotiation, or you're just trying to resolve some sort of family life discourse, we're trained and would love to help you. We're free, we'll take you out to coffee on MIT's dime, very nice!

What does it mean for you to be an assertive communicator? And so, on the left there's a list of things that say grounded. And that's things you can do for yourself. These are like your intrinsic, how do you control being assertive? And that's knowing what you're about. Having a goal, being confident, not being able to be manipulated. Grounded is that you are sure of yourself, you know what you stand for and that you feel empowered. You feel like you're a capable person, you're going to be able to get things across. You believe you have the ability to be neutral, kind. You might make some mistakes, sure, you're not one-hundred percent perfect human being but these are the things you strive for yourself and that's that right. Anybody who's able to speak really clearly from their perspective often has these things down. They know what they're about.

On the right is adaptive and collaborative and that's how you want to be relative to others, interacting with other people. And so, you want to use collaborative language when you're engaging with other people and you want to seek a win-win which is what meets all of our interests. Right? That's the goal you are going for. I want to work with you! I'm not trying to lore over you. I'm not trying to bulldoze you, I want to find something that works for us. Active listening, which we just gone through. You're trying not to manipulate them, you are not trying to play chess with their hearts. And then, it's about being adaptable. Because, you can be clear, you know yourself and then to be affective you want to match what you see in others. If the other person is very sort of friendly and like excited and is like "Yeah!" You can match them. You're a flexible and you're an adaptable human being. If the other person is you know, quiet a little formal, a little distant, but you know is engaged, you meet them. You're adaptable. You're going to do what seems to make sense, what you think will best serve the situation for both you and the other person.

And so, assertive communication lists these things out because it's sort of a kind of big recommendation for when you are being assertive you are sure of yourself, and then you're watching the other person and you're adapting to them. But you want to be clear about where you stand. If you have doubts or issues, let's talk about it a little because it's usually easier to feel sure of yourself. And then, to be adaptable then flexible, is an effective strategy. People respond to you when you are kind, when you are considerate, when you can meet them at a place where they are comfortable.

Here are some bonus tips on useful and unhelpful phrases that you could use. “Questions to clarify and inquire: Why is that important to you? Of all the things we’ve talked about, what is the most important to you? Do you have a preference between...? Can you say more? What is the most troubling or upsetting to you? Let me make sure I understand..., You might be right about that, but I’d like to understand more. What leads you to conclude that...?”

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