

# ASSERTIVENESS APPROACHES

- Stuck/broken record technique
- Fogging
- Authenticity
- Creating healthy boundaries



# BENEFITS OF ASSERTIVENESS TECHNIQUES

Why use assertiveness techniques?

- They are helpful to draw on when we find ourselves in difficult situations
- Help us maintain an assertive stance
- Easy to remember if you're caught off guard
- Help us build our confidence with becoming more assertive
- They can help us to preserve our self-esteem



# STUCK/BROKEN RECORD TECHNIQUE

- Popularised by Dr Manuel Smith
- Keep repeating your point of view
- Try not to get side tracked
- Don't be tempted to expand your statement
- Listen, acknowledge the other person and repeat your view



# BROKEN RECORD SCENARIO

- Jo – ‘Jane can you take me to the supermarket in the car because it is raining?’
- Jane – ‘I am unable to take you right now Jo’
- Jo – ‘But it’s raining and I need to do a big shop. You know I would do the same for you.’
- Jane – ‘I am unable to take you right now Jo.’
- Jo – ‘It will only take 20 minutes’
- Jane – ‘I know it wouldn’t take that long but I am unable to take you right now. You can borrow my umbrella if you like’
- Jo – ‘Okay then, I’ll catch the bus’



# THE FOGGING TECHNIQUE

Fogging is an assertive response to criticism that:

- Acknowledges there may be some truth in it
- Deflects the criticism
- Deflects rather than defends e.g. 'yes, but'!
- Involves admitting the truth if part or all the criticism is valid
- Requests specific feedback



# FOGGING SCENARIO

- Michael: You've kept me waiting for 10 minutes in the rain, you're always late
- James: Yes you're right I am often running late
- Michael: It's very frustrating hanging about
- James: I can understand it's frustrating but I struggle with time keeping. What would help next time?
- Michael: If you're running late could you let me as early as possible
- James: Yes no worries



# BEING AUTHENTIC - WHAT DOES IT MEAN TO YOU?



“Individuals considered authentic are those who generally strive to align their actions with their core values and beliefs with the hope of discovering, and then acting in sync with, their “true selves.”

Psychology Today



# IS AUTHENTICITY THE SAME AS HONESTY?

## **Scenario:**

- If a friend comes to you when they are upset and telling you about some criticism that they have received, which you know is true.
- How would you respond? what's your gut reaction? What are your values telling you? Are these in conflict?





# BOUNDARIES ACTIVITY

<b>Holding Hands</b>	<b>Text</b>	<b>Share stories from your life</b>
<b>Giving a hug</b>	<b>Shaking Hands</b>	<b>Discuss your health</b>
<b>Sharing personal problems</b>	<b>Tell secrets</b>	<b>Give your phone number</b>
<b>Phoning for a chat</b>	<b>Say hello to</b>	<b>Chat on the computer</b>
<b>Entering their home</b>	<b>Share food with</b>	<b>Stand close to them</b>
<b>Have a joke with them</b>	<b>Doing a favour for them</b>	<b>Trust them</b>




# BOUNDARIES REFLECTION ACTIVITY

	Friends	Acquaintances	Loved Ones
<b>Tight/Rigid</b> (Avoids close relationships, unlikely to ask for help, protective of personal information, detached, avoids others through fear of possible rejection)			
<b>Loose/Porous</b> (Overshares information, difficulty in saying no to others, overinvolved with others, dependent on others, fear of rejection if don't comply)			
<b>Healthy</b> (Values others but knows own personal needs & can communicate them, can say no, shares information appropriately, independent)			

# Signs of Healthy Boundaries



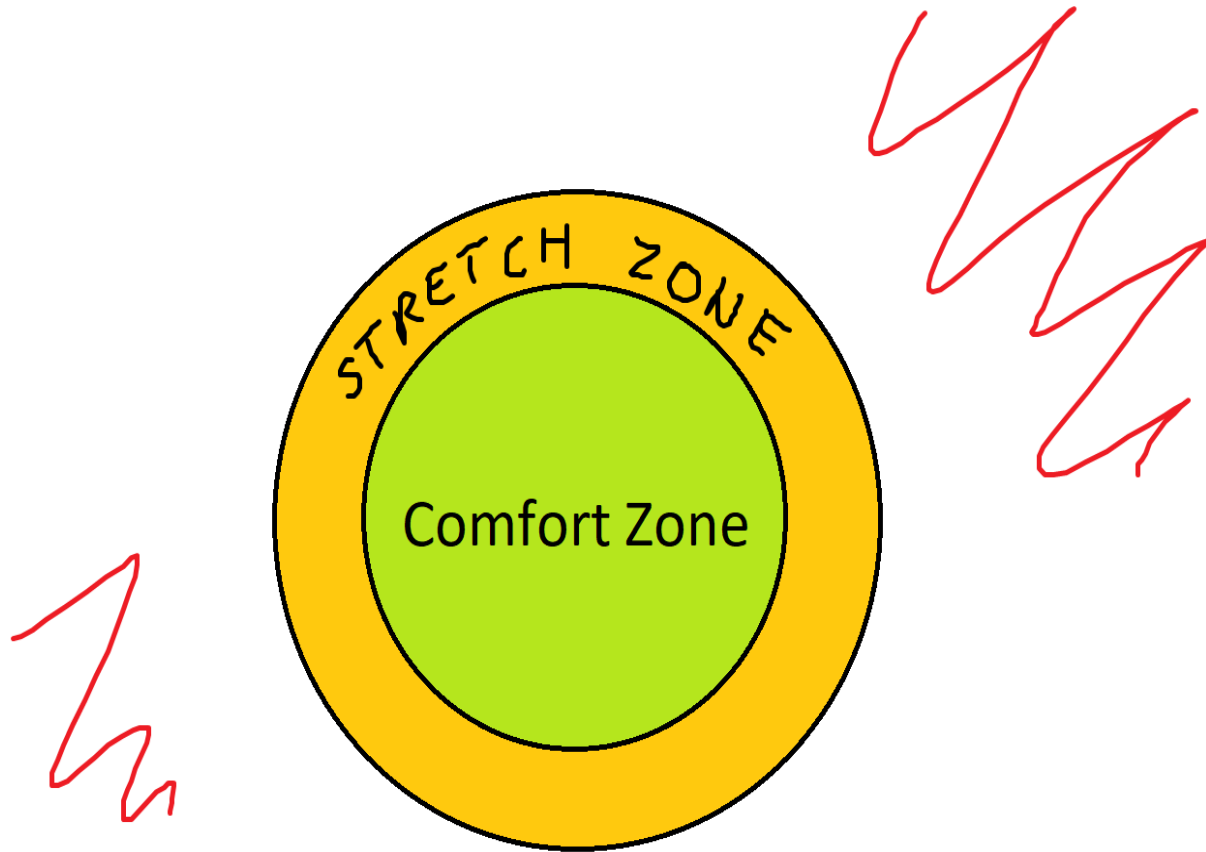
- Saying "no" without guilt
  - Asking for what you want or need
  - Taking care of yourself
  - Saying "yes" because you want to, not out of obligation or to please others
  - Behaving according to your own values and beliefs
  - Feeling safe to express difficult emotions and have disagreements
  - Feeling supported to pursue your own goals
  - Being treated as an equal
  - Taking responsibility for your own happiness and
  - Not feeling responsible for someone else's happiness
  - Being in tune with your own feelings
  - Knowing who you are, what you believe, what you like
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# HELPFUL TIPS FOR HEALTHY BOUNDARIES

- **Know your limits**
- **Know your values**
- **Listen to your emotions**
- **Self-respect**
- **Flexibility**



# OPPORTUNITIES TO PRACTICE



Remember by Vickie Worsham

It's not having everything go right

It's facing whatever goes wrong

It's not being without fear

It's having the determination to go on in spite of it

Remember that every day ends

and brings a new tomorrow

Love what you do

do the best you can

and always Remember

how much you are loved.



# SUPPORT AVAILABLE

**British Association for Counselling and Psychotherapy**

[www.bacp.co.uk](http://www.bacp.co.uk)

**Mid Staffs Mind**

[www.mind.org.uk](http://www.mind.org.uk) 01543 496876

**Telford Mind**

[www.telford-mind.co.uk](http://www.telford-mind.co.uk) 07434 869248

**Staffordshire NHS Wellbeing Service (IAPT)**

[www.staffsandstokewellbeing.nhs.uk](http://www.staffsandstokewellbeing.nhs.uk) 0300 303 0923

**Shropshire NHS Wellbeing Service (IAPT)**

[www.shropshireiapt.mpft.nhs.uk](http://www.shropshireiapt.mpft.nhs.uk) 0300 123 6020

[www.mpft.nhs.uk](http://www.mpft.nhs.uk) **Self-help guides**

