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| Assertive Communication  Asserts rights without violating the rights of others  Expresses feelings clearly and respectfully  Uses "I" statements  Listens well  Feels in control  Good eye contact  Calm and clear voice  Relaxed body posture  Will not allow abuse or manipulation | Five ways of saying ’no’   1. Directly (and politely) in response to a request “No, thank you.” 2. Empathically, where you recognise how the other person is feeling – “I can sense your frustration, but my answer is no.” 3. Reasoned, where you provide a reason for your response – “I am unable to attend as I have a prior engagement.” 4. Alternative, where you make a counter offer – “I am unable to finish that report today. Would tomorrow by close of business be acceptable?” 5. Enquiring, where instead of an alternative coming from you, you ask the other person to nominate – “I can’t have the report to you today. When do you need it by?” |
| ‘I’ Statement  The statement has three parts:   1. The behaviour that occurs “When…” 2. How the behaviour makes you feel   “… I find…” or “…I need…”   1. What you would like to see happen   “... so, I would like/appreciate…” | Reasonable Management Action   * performance management processes * disciplinary action for misconduct * informing a worker about unsatisfactory work performance or inappropriate work behaviour * asking a worker to perform reasonable duties in keeping with their job * maintaining reasonable workplace goals and standards |

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| Responding to Bullying   * Make sure you're informed. Check to see if your workplace has a bullying policy and complaints procedure. * Keep a diary. Documenting everything that happens, including what you've done to try stopping it. This can help if you make a complaint. * Get support from someone you trust or contact support services. This includes contacting your union. * Approach the bully. If you feel safe and confident, you can approach the person who is bullying you and tell them that their behaviour is unwanted and not acceptable. If you are unsure how to approach them, you might be able to get advice from an appointed contact person, or from a colleague or manager. * Tell someone at your work. Your workplace will usually have a process for making a complaint and resolving disputes, which might include a warning, requiring the bully to have counselling, a mediation process, or even firing the bully if the situation continues. The person to talk to might be your supervisor/manager, a harassment contact officer, or a health and safety representative (if your work has one). * Get information and advice. If the bullying is serious, if the situation has not changed after complaining to your manager or if there is not anyone you can safely talk to at work, you can get outside information and advice. | Tips for dealing with challenging people  Forgive – What about the person or the situation can I seek to understand and forgive?  Wait it out – Wait until you have cooled off before responding, if you choose to respond at all  Does it matter if I am right? – Why do I need to be right? What will I gain?  Don't respond – Don't take the bait, don't bother responding, or respond in a way that counters their intent  Stop talking about it – Stop giving an issue energy. Stop thinking about it. Don't repeat the story to others  Look for the lessons – Grow and learn from the experience  Choose to eliminate negative people from your life – Negative people can drain your energy. Avoid their interactions  Show empathy – Consider how the other person's feelings may have been affected. Try to develop compassion  Practise being an observer – If we can observe our own feelings and thoughts, then we can separate ourselves from the emotion  Exercise – Physical exercise can release negative and excess energy  Avoid heated discussions – Emotionally charged discussions can be irrational and unreasonable |