

A FRIENDLY, MULTICULTURAL WORKPLACE

Module IV:

ASSERTIVENESS: Constructive protection of one's own rights

OBJECTIVES

The material in this module will enable to:

- increase knowledge of **what assertiveness is** and its role in protecting workers' rights;
- increase knowledge of what **assertive behaviour is** and how to distinguish it from non-assertive behaviour;
- develop the **ability to respond assertively** to misconduct;
- increase motivation to **continue working on your own assertiveness**.

SUGGESTIONS FOR TRAINING EXERCISES

1. **What is assertiveness?** After dividing participants into groups, ask each group to create its own definition of assertiveness. In more advanced groups, you can suggest that the groups develop a 'statue' of assertiveness or prepare a scene demonstrating assertive behaviour. When the groups have presented their work, present the definition of assertiveness in the training presentation, and compare it with the beliefs of the participants, emphasising the similarities.
2. **Why is it sometimes difficult to be assertive?** Ask the group to give some examples of situations where it is difficult to behave assertively. Discuss the reasons and possible solutions for such situations.
3. **Practice assertive behaviour.** Ask the group to give examples of requests that occur frequently and that are difficult to refuse. Using the guidelines from the training presentation, develop suggestions for constructive and assertive refusals. In a similar way, you can practice an assertive response to criticism and assertive feedback.

SUGGESTIONS FOR FOLLOW-UP QUESTIONS FOR THE DISCUSSION

- ✓ *Have you ever experienced a violation of your rights at your workplace?*
- ✓ *What did you do then, or what would you have done if you had noticed a violation of labour rights?*
- ✓ *Where would you go for help if you had a serious relationship problem with your employer?*