

# Co-op

## Dealing with Conflict and Stress: The Assertive Response

Elaine Olenik, Director  
Cooperative Education  
Central Piedmont Community College



Cato Campus



Central Campus



Harper Campus



Levine Campus



Harris Campus



North Campus

## Central Piedmont Community College Charlotte, North Carolina

- Six campuses serving over 70,000 individuals
- Offers over 100 degree, diploma and certificate programs
- Cooperative Education offered in 50 curriculum programs
- Recognized as a leader in workforce development





I woke up this morning with  
one nerve left and darned if  
you didn't get on it!

# Assertiveness Definitions

Passive behavior: Not expressing your feelings, needs or ideas.

- Ignoring your rights
- Allowing others to infringe on your rights or to manipulate or intimidate you
- Being emotionally dishonest, making up excuses
- Using qualifiers

# Aggressive behavior:

Standing up for your rights or your needs, while disregarding the rights or needs of others.

- Dominating, humiliating, shaming, ridiculing, attacking
- Being defensive or hostile
- Making choices for others
- Venting anger, shouting inappropriately
- Physically or emotionally hurting others
- Interrupting
- Using sarcasm
- Using "you" statements

## Example

You bring your car into a garage to be worked on. You ask the mechanic to call you to let you know the cost before proceeding with the work. He neglects to do so. When you call him, he tells that you that your bill is \$400.

Passive Response:

Aggressive Response:

## Assertive Behavior:

Standing up for your rights or your needs without violating those of others.

- Expressing your feelings, needs and ideas directly and tactfully without excuses
- Reinforcing good feelings, creating a win-win situation
- Showing consideration for others, but stating what you want in positive terms
- Using "I " statements
- Having the right to not assert yourself
- Criticizing constructively

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Assertive Response:

# Constructive Criticism

## Giving Criticism Constructively

1. Complain in private and directly to the person.
2. Use a normal speaking voice.
3. Do it soon.
4. Criticize a behavior not a person. In doing so, don't compare the person's behavior to other people's behavior.
5. Try to make only one complaint at a time. Once resolved, don't bring back up.
6. Do not use body language to make your complaint i.e. rolling your eyes.

# Constructive Criticism

## Accepting Criticism Constructively

- Require your critics to follow the rules for giving criticism
- Use good eye contact
- Don't joke or blow it out of proportion
- Make sure you understand the criticism
- When you are wrong, simply admit it
- When you disagree, you can agree that they may see things differently. "I understand your point of view but ...."
- "Perhaps it seems that way....."



**"First of all, you spelled 'competent' wrong."**