

Practical tips on how you can influence different types of people by purposefully and deliberately using a combination of controlled words, voice and physiology

EXERCISE ONE

DEVELOP YOUR REPERTOIRE OF ASSERTIVE WORDS

- ~ Imagine the types of scenarios where you might need to use more assertive language. Typically, these will be with people you consider more dominant than you are. Write as many assertive sentences as you can relating to each scenario.

EXERCISE TWO

DEVELOPING YOUR ASSERTIVE VOICE

- ~ Choose a person you deem assertive, such as George Clooney, Meryl Streep, Harrison Ford or Hillary Clinton. Listen to how they pronounce their words. Notice the rhythm, the stillness, and the underlying strength of their voice qualities. Take your list of assertive statements from exercise one and record yourself on your phone, pronouncing the sentences using assertive voice qualities.

EXERCISE THREE

DEVELOPING YOUR ASSERTIVE PHYSIOLOGY

- ~ Pick someone famous that you find assertive (being sure not to pick someone who is aggressive) and find a video of this person on YouTube. Notice how this person holds him or her self, uses his or her hands, and makes use of his or her entire body to project confidence. Take your list of statements from exercise one and say them out loud in front of a mirror using assertive physiology.

EXERCISE FOUR

DEVELOP YOUR ABILITY TO ASK OPEN QUESTIONS

- ~ This exercise is to break you in gently to the art of asking open questions. Take a meeting you have scheduled for the day and only use 'what' and 'how' questions for the duration of it. You can make statements if needed but try to keep them to a minimum.

EXERCISE FIVE

DEVELOP YOUR SKILLS AT KNOWING WHEN TO SPEAK IN A MEETING

- ~ Watch a television show or movie that contains plenty of dialogue. Focus on one person and see if you can anticipate when he or she is going to stop talking. Focus on the facial expressions, the NVC and the tonality. See if you can improve the accuracy of your guessing to the point that you are correct 75% or more of the time.

EXERCISE SIX

PRACTISE TACTFUL DISAGREEMENT

- ~ Next time you get into a disagreement with someone, practise using the Agreement Frames: 'I agree', 'I respect' and 'I appreciate' before giving your opinion. Observe the difference compared to remaining combative.