

## ASSERTIVE COMMUNICATION

Ikaw ba ay oo na lang nang oo sa iyong mga kaopisina, sa iyong mga boss kahit na hindi ka sumasangayon sa kanilang sinasabi? If that is your problem, my friend, you need to learn how to communicate assertively. Here is a simple recipe for assertive communication.

1. **Only raise one issue at a time.** Kung hindi ka pa sanay na mag-assert ng iyong mga ideas, ng iyong opinion, huwag mo pagsabay-sabayin dahil baka ma-overwhelm ka. Only raise one issue at a time so that your communication will be more focused.
2. **Resist the temptation to wound or score points.** We have to understand that we assert ourselves hindi ibig sabihin ay ipipilit natin na tayo ay tama at iyong kausap natin ay mali. We communicate not to score points, not to wound or injure other people, we are communicating assertively because we believe that what we think our opinion is also of equal value with that of other people.
3. **Use “I” instead of “you.”** Sa effective communication lalo na kung ang pinepresent natin na idea ay hindi tugma o contrast doon sa idea nung ating kausap, you should use the “I” message. Kasi kung “you” parang mapanisi ang dating nito and it will only bring up the defenses of the person you are talking to.
4. **Take out all inflammatory or emotive languages including always and never.** Huwag bibigyan ng tuldok ang ating mga pangungusap “Never, di ko matatanggap iyan” o “palagi ka na lamang ganyan.” Take out the inflammatory or emotive f language. Be as objective as possible and never use weeping generalizations at baka bandang huli ikaw rin ang kumain ng iyong salita.
5. **Focus on the issue or the behavior and not the person.**
6. **Explain the tangible or intangible effects the behavior has on others including you.** If you want to assert something through communication, maganda na maipaliwanag mo doon sa kausap mo kung papaano ang isang issue o ang isang behavior o action ay nakakaapekto sa iba at nakakaapekto rin sa iyo.
7. **Tell what you would like to see happen.** It is not enough that you explain the situation. If you want to be assertive, if you want to be heard, tell what you would like to see happen.
8. **Listen and give others fundamental respect.** If you want others to listen to you when you are talking, if you want others to value what you are saying, you should do likewise. Kadalasan nga dapat sa iyo magsimula. Matutong makinig and give others fundamental respect.

Malaki ang nagagawa sa opisina, sa ating mga kumpanya kung an gating mga empleyado, ang ating mga tauhan ay marunong mag-assert ng kanilang sarili at marunong magpahayag ng kanilang sarili. Encourage assertive communication and you will discover a lot of great ideas from your people. Remember no one has the monopoly of all the knowledge and all the good ideas in the world, so start listening to your people and when you start listening, people will become braver and more courageous to assert themselves and communicate what they are thinking of.

Ang ating Protips sa araw ay hango sa isang artikulo na isinulat ni Alana Billingham, isang workshop facilitator ng Media Associates.

Be a blessing in the workplace today.