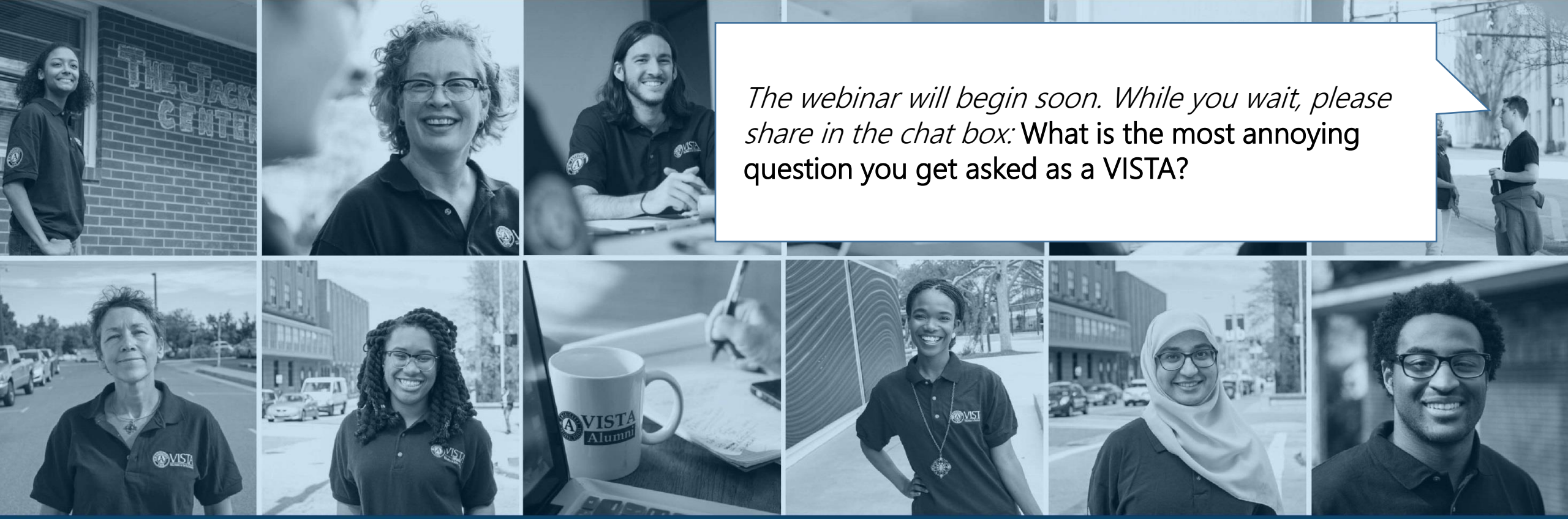

The webinar will begin soon. While you wait, please share in the chat box: What is the most annoying question you get asked as a VISTA?

Assertive Communication that Establishes your Credibility

VISTA
Volunteers In Service To America

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Connecting to Audio

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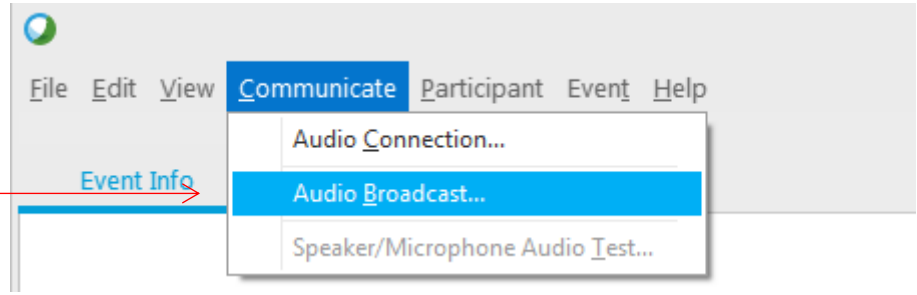
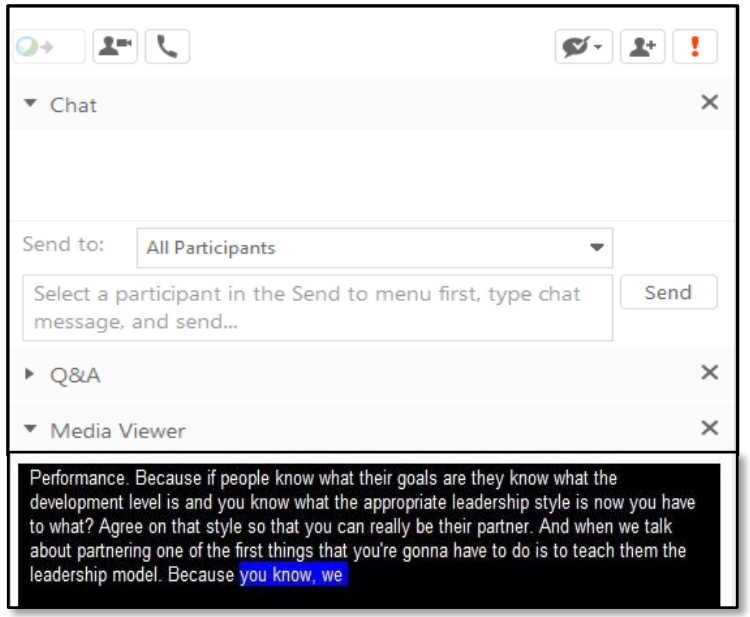
- Audio broadcast
- Call in via phone (number and passcode listed on each slide)
- View Closed Captions in the Media Viewer panel





Tips for Participating

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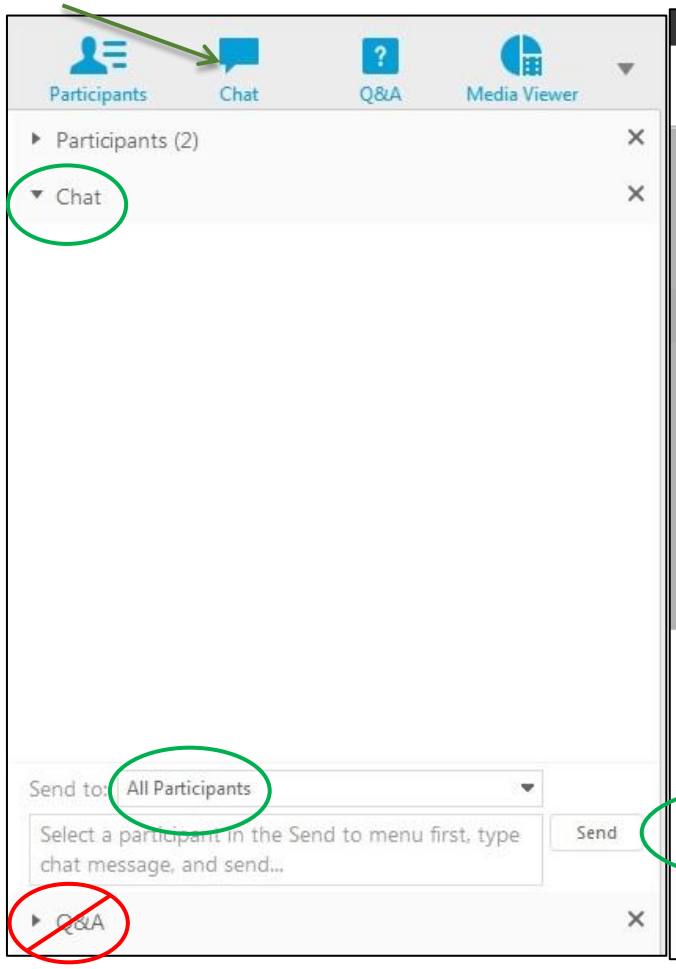
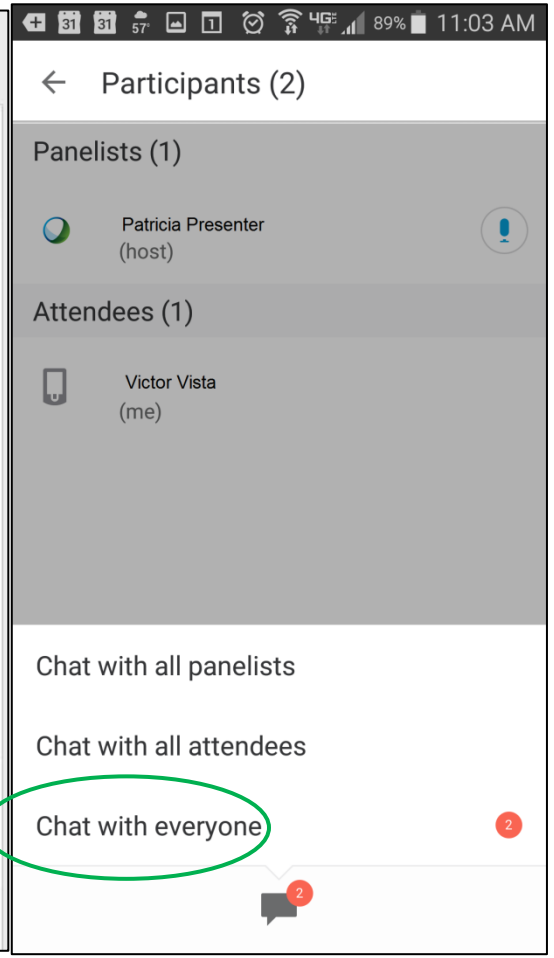
- Share comments and ideas in the Chat panel (send to "All Participants")
- Ask questions in the Q&A panel (send to "All Panelists")
- Some WebEx features are not available on mobile devices
- Links and recording will be available after the session

Click this button if you don't see the chat panel.

COMPUTER



MOBILE



Webinar Etiquette

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- Focus on the topic
- Respect diverse viewpoints and opinions
- Assume positive intent

Assertive Communication that Establishes your Credibility

AMERICORPS VISTA
Volunteers In Service To America

Corporation for NATIONAL & COMMUNITY SERVICE

Session Goals

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By the end of this webinar, participants will be able to:

- Identify four **types** of interpersonal communication styles
- Explain how an **assertive** communication style can positively impact your VISTA experience
- Describe the dimensions of **credibility** and ways to build it
- Apply assertive responses to common confusions or **misconceptions** about VISTA within the workplace

Guest Speaker

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Laura Pugh

Programs AmeriCorps VISTA Member

Montana Food Bank Network

Missoula, MT

Today's Speaker

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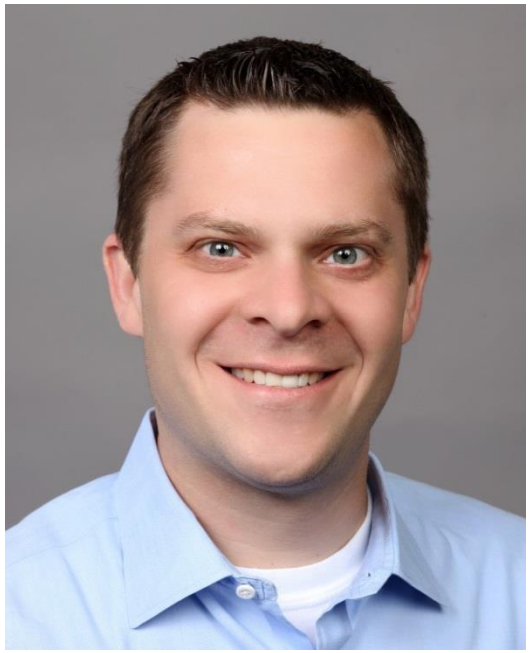

Josh Netzer

Professor of Communication

Portland State University

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“The art of communication is the language of leadership.”

-James Humes

The Four Types

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The four types of interpersonal communication

- Passive
- Passive-Aggressive
- Aggressive
- Assertive

Passive

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Avoids expressing opinions or feelings; allows misperceptions, annoyances and grievances to build up over time.

"I am unable to stand up for my rights."

Passive

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Can you to take over this project?

My plate is already full, and the extra work means I'll have to stay late and miss my family's annual reunion which is one of my favorite events.

Of course!

Passive

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Consequences of Passive Workplace Behavior

- Stress
- Resentment
- Feeling taken-advantage of
- Anger

Passive-Aggressive

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Appear to be passive but act out anger in subtle or behind-the-scene ways such as undermining projects; often feel incapable of dealing directly with their emotions or resentments.

"I will appear cooperative, but I'm not."

Passive-Aggressive

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Can you to take over this project?

Sure, I'll work on it for you.

... maybe until about 5pm. Then I'm meeting my friends. He could get in trouble for this, but he can't blame me.

Passive-Aggressive

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Consequences of Passive-Aggressive Workplace Behavior

- Eliminates workplace trust
- Avoids responsibility
- Resentment
- Disrespect
- Loss of a peer

Aggressive

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Express feeling and opinions in ways that violate the rights of others.

"I'll get my way, no matter what."

Aggressive

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Can you take over this project?

Why should I help **YOU** out? This mess is all your fault because of your own ineptitude. I obviously plan my projects better than you. Plus, I have my own plans with friends this evening.

Aggressive

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Consequences of Aggressive Workplace Behavior

- Lack of respect
- Embarrasses coworker
- Anger
- Loss of a peer
- Can spread to others; impacts a group's effectiveness

Assertive

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Express their opinions and feelings and advocate for their needs without violating or stepping on the rights of others.

"I am confident about who I am and comfortable in my role."

Assertive

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Can you take over this project?

I can move some work to help a little today, but I can't help you tonight. I have longstanding plans to attend a going-away party for a friend who is moving overseas.

If you have some flexibility, is this something we could work on together tomorrow?

Assertive

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Consequences of Assertive Behavior

- Diplomacy; win-win
- Solutions to problems
- Respect from coworkers; respect for self
- Peer connectedness, comradery
- Self-confidence

Communication Style Tips

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- Passive
  - The stress of a passive VISTA!
- Passive-aggressive
  - Stuck in the hallway with a passive aggressive community member
- Aggressive
  - Printer woes and an aggressive coworker
- Assertive
  - Finding my way to confident communication

Laura Pugh
Programs AmeriCorps VISTA
Montana Food Bank Network

Activity: Which style is this?

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Passive	Passive-Aggressive
Aggressive	Assertive

Assertive Characteristics

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1. Eye contact
2. Voice
3. Timing
4. Content
5. Using strong “I” statements

Strong "I" Statements

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- Indicate ownership of your feelings
- Focus on behavior (both the problem behavior & the effect of it on you)
- Are direct and honest
- Contributes to the growth of your relationship

"I feel frustrated when you are late for our weekly team meetings. It makes me feel disrespected and it is frustrating to me to repeat information."

Common Assertive Format

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1. State the behavior
2. Model the assertive response
3. Propose possible solutions

Common Assertive Format

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1. State the behavior

"I noticed you're frequently late for our weekly team meetings."

2. Model the assertive response

"I feel that we're not making the best use of our time and I get frustrated when I have to repeat information."

3. Propose possible solutions

"What are some things we can do so you are on time for our future team meetings?"

The Assertive Approach

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Situation 1:

A colleague launches into an unnecessary tirade, using offensive language and publicly blaming you for an error in an Excel report that was their responsibility.

Chat Activity

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Situation 1:

A colleague launches into an unnecessary tirade, using offensive language and publicly blaming you for an error in an Excel report that was their responsibility.

You raise your hand in a non-threatening STOP position, look the colleague squarely in the eye, and in a calm, firm and loud voice, that is loud enough to be heard, you say:

The Assertive Approach

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Situation 2:

An older colleague repeatedly snickers and rolls their eyes at your suggestions for updating the social media platform, which hasn't been tried before, but could result in a powerful new way for your organization to engage with stakeholders. You have overheard this colleague complain about social media just being a waste of time and only for "personal" use.

Chat Activity

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Situation 2:

An older colleague repeatedly snickers and rolls their eyes at your suggestions for updating the social media platform, which hasn't been tried before, but could result in a powerful new way for your organization to engage with stakeholders. You have overheard this colleague complain about social media just being a waste of time and only for "personal" use.

At an appropriate point, you ask your colleague for five minutes of their time in private. You say:

Building Credibility

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Credibility is hard to earn and easy to lose.

What is Workplace Credibility?

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- The quality of being trustworthy, reliable, believable
- There are three classic dimensions to workplace credibility:
  - Competence
  - Trustworthiness
  - Dynamism

Credibility – It's a fine art

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Competence

- The ability to do something effectively or efficiently; having knowledge or experience to be successful in given situations

Credibility – It's a fine art

Dial: 888-455-4948
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Competence

- The ability to do something effectively or efficiently; having knowledge or experience to be successful in given situations

Trustworthiness

- The ability to be relied on as honest or truthful; to allow someone to be responsible for a task with confidence

Credibility – It's a fine art

Dial: 888-455-4948
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Competence

- The ability to do something effectively or efficiently; having knowledge or experience to be successful in given situations

Trustworthiness

- The ability to be relied on as honest or truthful; to allow someone to be responsible for a task with confidence

Dynamism

- The quality of being dynamic, positive and engaging; full of energy and new ideas; a compelling charm that can inspire others to pay attention

Why Credibility Matters

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- Impacts your ability to get critical work done that makes a difference because VISTA capacity building work is grounded in your ability to build critical relationships (and a network) in the community to meet your goals.
- Carries forward to your future goals. The credibility you develop and build today, shows up in your future self.

Forging Credibility

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- Competence
  - Knowing yourself
  - Taking initiative
- Trustworthiness
  - Communicating honestly
- Dynamism
  - Engaging in the mission
  - Embracing your coworkers

Laura Pugh
Programs AmeriCorps VISTA
Montana Food Bank Network

Ways to Build Credibility

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1. Under-promise and overdeliver
2. Find ways where you can offer insight and add value
3. Talk about your work, including successes
4. Take on new tasks, even if you are a little uncomfortable or scared
5. Ask for and freely accept constructive feedback and try to incorporate it moving forward
6. Develop your own story and take chances to tell it over and over

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“A career, much like life, is about the journey, not the destination.”

-anonymous

Evaluation

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- Please take a few moments to share your feedback through the poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

Questions?

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- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”

Thank You for Your Participation!

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Further questions? Contact us:
VISTATrainingSupport@cns.gov

Our next webinars:
Strategies for Sustaining Your VISTA Project– July 10
Managing up – August 2
Writing a Winning Grant Proposal – August 7

2:00pm Eastern

Thank you for your service

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