

Changes

- Change is an integral part of our life.
- The day alternates night, the work week alternates the free weekend.
- Expected changes we pay no attention to them
 they are normal they do not threaten us.
- Unexpected changes they shake us we know that something is happening, we fall and we do not know what's down there and how we manage it heart pounding, nausea.



Unexpected changes (shocks)

Physical

- The first such is adolescence, it can be pregnancy or giving a birth, etc.
- We all have to go through these stages, nobody could avoid them.
- Health problems (diseases, injuries).

Social

 Marriage, divorce, loss of employment.



What confidence do I have?

- Knowing myself and my abilities to overcome unfavorable life situations is important.
- A person who knows himself, his abilities and limits, can cope with changes and adaptation problems.
- He can even take advantage of the changes.



Change - crisis or opportunity?

- Option (between two/several options)
- Loss (someone or something)
- Change



The phases of crisis

- Denial Phase Shock "It's not true!"
- Phase of protest/aggression anger, rage "who is guilty?"
- Phase of negotiations/bargaining trying to achieve the original state - "It may not be true."
- Balance phase sadness, fear, anxiety "It's true."
- Phase of reconciliation balancing, accepting, reorganizing life - "I have to deal with it."



To cope well with reality is to overcome fear!

The biggest and most difficult obstacle is not the event itself, but the fear that results from it.



How do we deal with fear?

- Denial
- Avoiding
- Fight



How do we deal with fear?

- Accepting the situation that happened, whatever it is.
- Fighting actively!
- Bearing and taking advantage of it a change is an opportunity! (e.g. a woman after divorce time for myself).



The necessity to go on without the old reality and accept a new one!

Flooded house Reconstruction



You can worry, but this will not bring you the old house back.

- Hard times will always reveal true friends.
- You will loose some friends.
- Do not regret it, it's a life.



Deformation of reality

- No matter what the changes are, they only concern you.
- Do not blame the surroundings!
- Do not blame others or circumstances.
- Self pity and grieving lead nowhere.



Deformation of reality

- Do not ever turn back to the past. "But at that time ...,"
- Do not underestimate yourself, but act! "I would, but ..." "I'll be satisfied with ...,
- Do not promise that one day ... soon ... Are you going to wait for the end of the world?



How to face the changes that will come

- Wherever you are, you can always go further.
- It is better to light a candle than curse the darkness.
- Do not drag your past like a ball on your leg.
- Do not be afraid that you do not know how to respond when you get to an unknown situation.
- The truth varies according to how you change.



How to face the changes that will come

- Retreating from something means changing the direction, not giving up.
- The moment you admit the mistake, you take a step to the truth.



Stop braking!

- I'm afraid I'll get sick.
- I'm afraid I'll lose my job.
- I'm afraid I'll get fat.
- I'm afraid I'm too thin.



Creating a habit

- Knowledge, skills, attitudes.
- I know WHAT (knowledge) to do.
- I know HOW (skill) to do it.
- I know WHY (attitudes) to do it.



Positive attitude

"Optimism and positive thinking is not something we are born with. It's a learned attitude."

Martin Selingman

Positive thinking is a set of knowledge, skills and attitudes that one has to learn.



Attitude

Attitude determines how we see the world around us and the way we treat our feelings..



7 habits of positive thinking

- positive attitude
- positive expectations
- positive formulations
- positive visualization
- positive personal vision
- searching for personal integrity
- targeting to positive values



Positive expectations

"Whether you think you can, or you think you can't - you're right."

Henri Ford



Positive visualisation

"Imagination is more important than knowledge."

Albert Einstein



Positive personal vision

"The only thing worse than being blind is having sight but no vision."

Hellen Keller



Searching for personal integrity

"Be as you wish to seem."

Socrates





ASSERTIVENESS

THE KEY TO SUCCESS





ASSERTIVENESS

- The ability to self-respect while respecting the needs of others.
- Direct, open and free expression while maintaining both self-esteem and respect for others.
- It is not about a victory and defeating your partner. The goal is, on the contrary, long-term, preferably lifelong, cooperation.
- It is not just about communication techniques, it is also reflected in the overall attitude and behavior.



Human strategies

- natural reaction to conflict or threat is to escape or attack
- passivity
- aggressiveness and manipulation
- assertiveness



Passivity

- vulnerability to the demands of others, lack of selfconfidence and self-assurance
- nonverbal expressions
- the reaction of the neighborhood: sympathy, contempt, unexpected wave of aggression



Aggressiveness

- It is most often the result of frustration (fear, tension, time distress, shame, unrest).
- It can be the result of a difficult life situation.
- In a minimal number of cases, it is a manifestation of personality psychopathology.



Manipulation

- unclear disclosure of requirements, manipulation by using hints, guilt evocation
- manipulation is the opposite of assertiveness
- one of the basic assertive skills is to recognize and stop manipulation

Cause of manipulative behavior

- low self-confidence,
- the concern that we will touch the others,
- fear of rejection and interruption of relationship.



Shostrom typology of manipulators

Dictator - a man who exaggerates his power, dominates, orders, does everything to manage his victims. His varieties are: Abbot, superior, boss.

Rag. As a rule, this is the victim of the dictator and its direct opposite, it develops in interaction with the dictator, in every way exaggerating his sensitivity. Typical methods of behavior: forget, do not hear, passively remain silent. Varieties: conformist, shy, inferior, suspicious, stupid, chameleon.

The **calculator** tries to control people and circumstances, constantly deceives, lies, and tries to outwit others. Varieties: businessman, swindler, blackmailer, player, creator of advertising.



Shostrom typology of manipulators

Stuck - the exact opposite of the calculator. He exaggerates his dependence, eager to be a concern, willingly allows others to do his work for him. Species: Parasite, whiner, eternal child, dependent, helpless, melancholic.

The bully exaggerates his aggressiveness and malevolence, manages with threats. Varieties: insulting, hateful, thuggish, threatening.

A nice guy is a man who aspires to exaggerate his caring for others, as though showing love, attentiveness. He kills with kindness.
Therefore, a collision with him is much more difficult than with a bully, because it is impossible to combat kindness.
Varieties: obsequious, virtuous, moralist.



Shostrom typology of manipulators

Judge constantly exaggerates his criticality, does not believe anyone, is full of accusations and indignation. Varieties: all-knowing, exposer, gatherer of evidence, shameful, evaluator, avenger.

Defender - the exact opposite of the judge. He overemphasizes his support and condescension to the mistakes of others. This person harms others, sympathizing with them beyond measure and not letting their clients get to their feet and grow on their own. Varieties: hen with chickens, comforter, patron, helper, selfless.



Assertive behaviour includes:

- ability to refuse
- ability to make a request
- the ability to praise and criticize
- the ability to accept criticism and compliments



Assertive rights

- We decide for ourselves and take full responsibility for our decisions.
- To do this, we need to know and respect certain principles based on the assumption that no one can manipulate with us unless we allow it.



Assertive techniques

- Free provision of information
- Feedback
- Expression and acceptance of compliments
- Criticism
- Receiving criticism

- Foot-in-the-door technique
- Art to ask for a favour
- Refusal
- Broken record
- Acceptable compromise
- Negative enquiry





CONCLUSION

You do not become an assertive person only by using the techniques; it is primarily the internalization of the principles.

The assumption of assertiveness is self-understanding, the ability to become aware of emotions, to understand and accept oneself.

Only then I can understand others, accept them and deal with them openly and directly.

