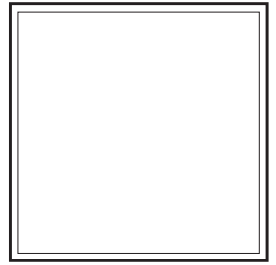


Asserting Yourself at Work



Asserting Yourself at Work

Constance Zimmerman

with Richard Luecke

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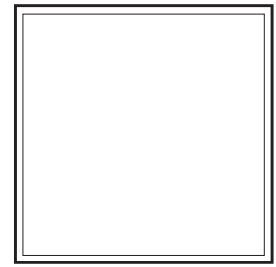
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- Needs

- Wants

- Interests

- Values

Your Goals

- Short-Term Goals

- Intermediate Goals

- Long-Term Goals

- Legacy Goals

Speaking Up for What Matters to You at Work

- Engage in a Positive Internal Dialogue

- Verbally Communicate in Assertive Ways

- Use the Most Effective Communication Channel

- Practice Good Timing

Assertive Written Communication

- Have a Clear Purpose

- Make Your Message Clear and Crisp

- Use the Most Effective and Appropriate Mode

Recap

Review Questions

4 Assertive Nonverbal Communication **59**

The Power of Nonverbal Communication

Six Dimensions of Nonverbal Communication

- Body Movement

- Body Contact

- Eye Contact

- Interpersonal Space

- Silence

- Paralanguage

Putting Together the Dimensions for Assertive Nonverbal Communication (ANC)

- Make Proper Use of Space

- Maintain a Professional Appearance

- Give a Firm Handshake

- Use Direct Eye Contact

- Use Good Posture

- Purposeful Gestures

- Control Your Facial Expressions

- Effective Vocal Delivery

A Nonverbal Communication Journal

Align Your Verbal and Nonverbal Communication

Recap

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- Fogging
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- Determine If You’re a Target
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