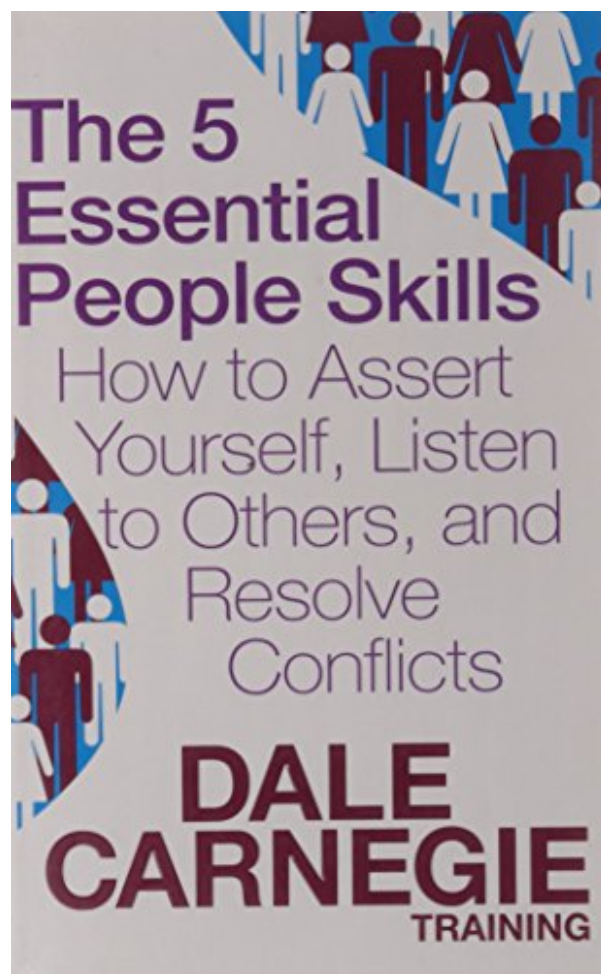
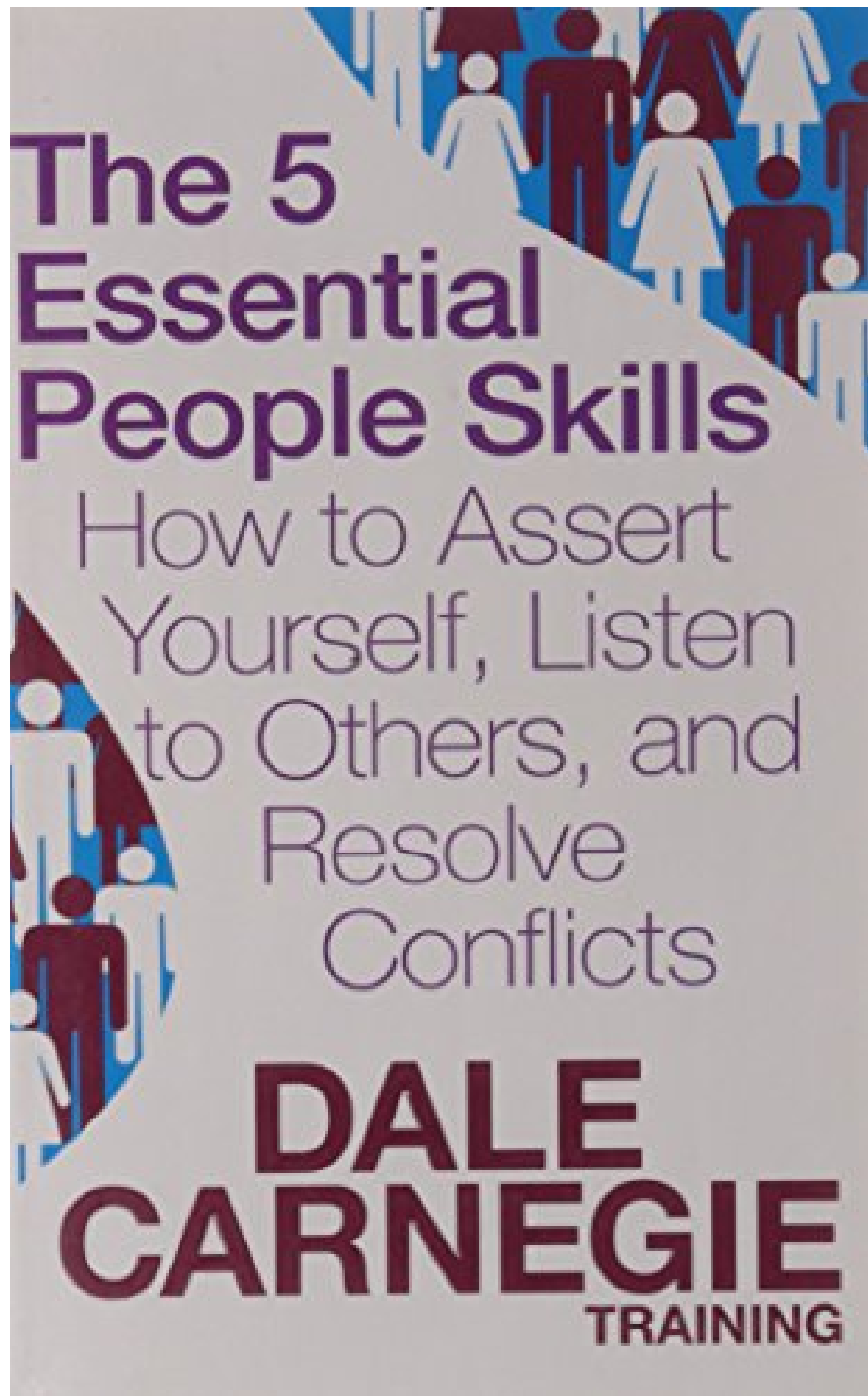


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Putting Our Rights and Responsibilities into Action

Establishing reasonable parameters for being treated fairly is what assertiveness really means. These are like traffic laws: Getting where you want to go is important, but that doesn't mean you can run all the red lights. Assertiveness is the middle ground between the two extremes of reckless aggressiveness and defeatist passivity. The genuinely assertive person is neither one of these. Aggressive people are self-centered, inconsiderate, hostile, and arrogantly demanding. They drive people away. Passive people are weak, compliant, and disrespectful of his or her own best interests. They also drive others away -- except perhaps for aggressive people! Between these two poles, however, are people who know how to make their ideas known without preventing others from doing likewise. Your task is to become one of those people. Men and women who can do that are assertive people, and the purpose of this book is to show you how to become one of them. Once you master this skill, you will be doing what's best for yourself and for everyone around you.

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But there is one aspect of people skills that can never really receive enough attention, because it's the foundation of every kind of effective human interaction.

We're referring to assertiveness: the ability to speak and act in ways that naturally cause people to respond attentively and positively. It is the basic core element that is at the center of each of the five essential people skills. If you're not prepared to assert yourself in a positive and proactive manner, nothing else can possibly happen. So let's begin by looking at the real meaning of assertiveness in today's work environment -- where you really must make yourself stand out in order to get any attention at all. As this discussion goes on, we'll see how assertiveness differs from other, less effective forms of interaction.

There are a few things we can take for granted. Every human being, for example, has the desire to be treated fairly. We may not feel like fairness is happening, but at least fairness is something we want. What's more, when we feel we are not being treated fairly, we should insist on being treated fairly. We shouldn't just roll over on our backs and play dead, although that's more or less what many people do. To be treated fairly we must clearly, tactfully, and effectively express our preferences, needs, opinions, grievances, and other feelings. Nobody else should have to do this on our behalf. We have a responsibility to express our own needs. We also have a further responsibility to do so in an appropriate and productive way. If we don't do that, we are not only depriving ourselves of what we deserve, we are also depriving the people around us of the real contributions we have to make.

Putting Our Rights and Responsibilities into Action

Establishing reasonable parameters for being treated fairly is what assertiveness really means. These are like traffic laws: Getting where you want to go is important, but that doesn't mean you can run all the red lights. Assertiveness is the middle ground between the two extremes of reckless aggressiveness and defeatist passivity. The genuinely assertive person is neither one of these. Aggressive people are self-centered, inconsiderate, hostile, and arrogantly demanding. They drive people away. Passive people are weak, compliant, and disrespectful of his or her own best interests. They also drive others away -- except perhaps for aggressive people! Between these two poles, however, are people who know how to make their ideas known without preventing others from doing likewise. Your task is to become one of those people. Men and women who can do that are assertive people, and the purpose of this book is to show you how to become one of them. Once you master this skill, you will be doing what's best for yourself and for everyone around you.

That's the broad overview. When we begin to look more closely at assertiveness, however, the picture becomes more complex and even paradoxical. It's much easier to see what assertive isn't than what it is. While it's easy to characterize people who are blatantly aggressive or extremely passive, it's not always simple to express exactly what constitutes assertive behavior. This isn't really an unusual situation when

talking about people's behavior. Like many other important human qualities, assertiveness is easier to recognize than it is to define. So let's look at the evidence. We'll begin by looking at some real-life situations in which the quality of assertiveness can come into play.

A Real-Life Example of Effective Assertiveness

Imagine that you've just completed an important project at work that consumed several weeks of your time. What a relief...

As one of the window to open up the brand-new globe, this *The 5 Essential People Skills: How To Assert Yourself, Listen To Others, And Resolve Conflicts* By Dale Carnegie Training offers its fantastic writing from the author. Published in among the popular publishers, this publication *The 5 Essential People Skills: How To Assert Yourself, Listen To Others, And Resolve Conflicts* By Dale Carnegie Training becomes one of the most ideal books recently. Really, guide will certainly not matter if that *The 5 Essential People Skills: How To Assert Yourself, Listen To Others, And Resolve Conflicts* By Dale Carnegie Training is a best seller or not. Every book will always give ideal sources to obtain the user all finest.