

*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

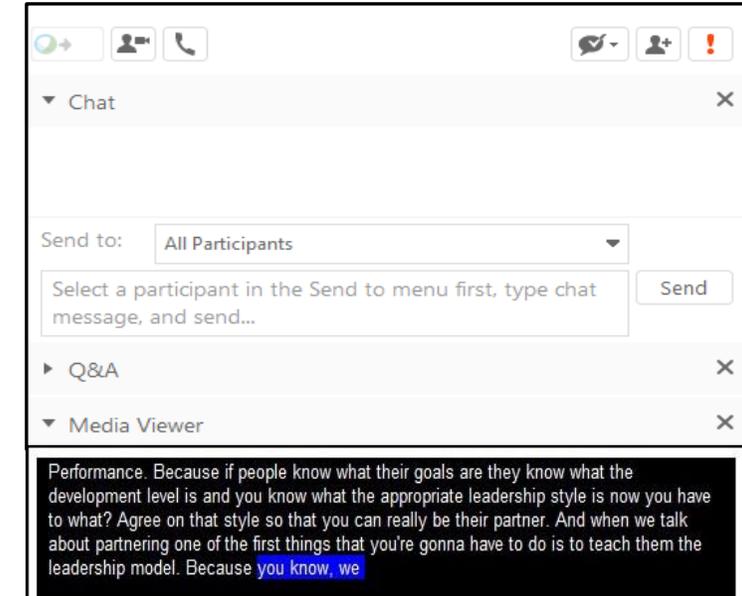
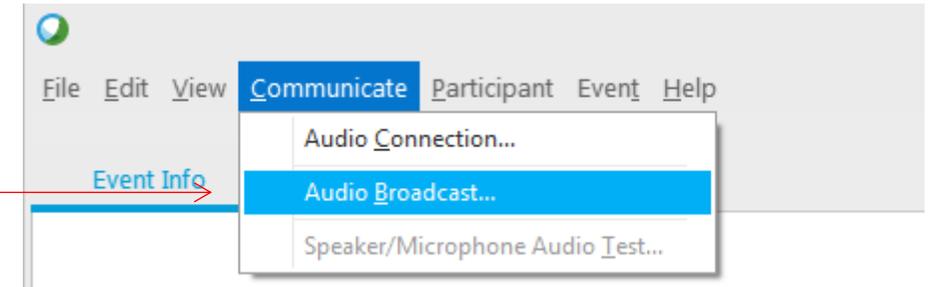
Dial: 888-455-4948  
Passcode: 6519682



# Connecting to Audio

Dial: 888-455-4948  
Passcode: 6519682

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



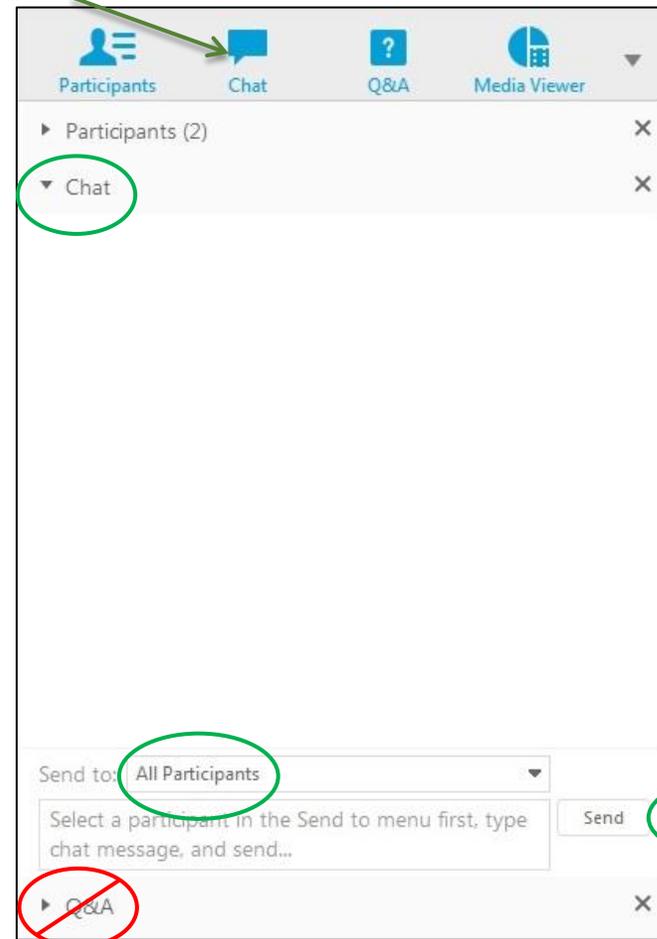
# Tips for Participating

Dial: 888-455-4948  
Passcode: 6519682

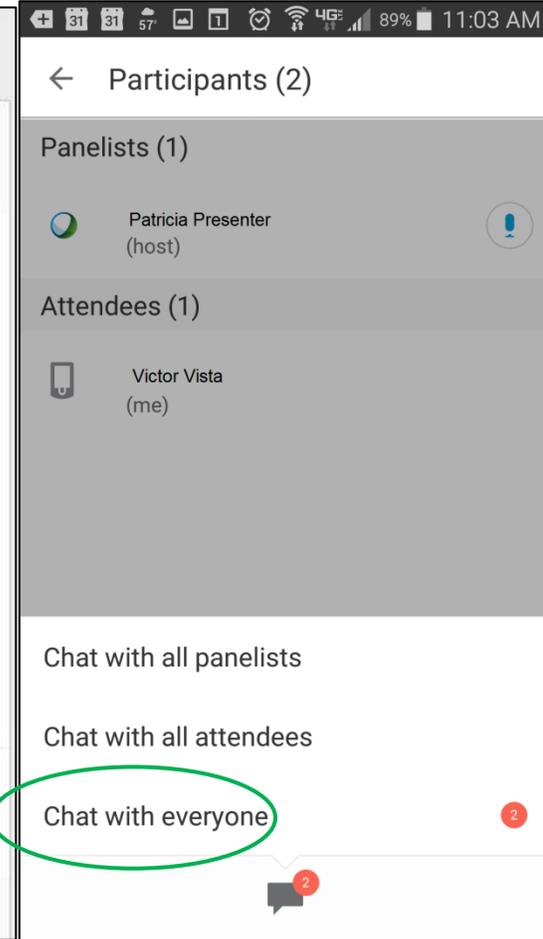
- Share comments and ideas in the Chat panel (send to "All Participants")
- Ask questions in the Q&A panel (send to "All Panelists")
- Some WebEx features are not available on mobile devices
- Links and recording will be available after the session

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

## COMPUTER



## MOBILE



# Webinar Etiquette

Dial: 888-455-4948  
Passcode: 6519682

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





# Assertive Communication that Establishes your Credibility



**VISTA**  
Volunteers In Service To America

Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** 

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

Dial: 888-455-4948  
Passcode: 6519682



Laura Pugh

Programs AmeriCorps VISTA Member

Montana Food Bank Network

Missoula, MT



# Today's Speaker

Dial: 888-455-4948  
Passcode: 6519682



Josh Netzer  
Professor of Communication  
Portland State University

Dial: 888-455-4948

Passcode: 6519682

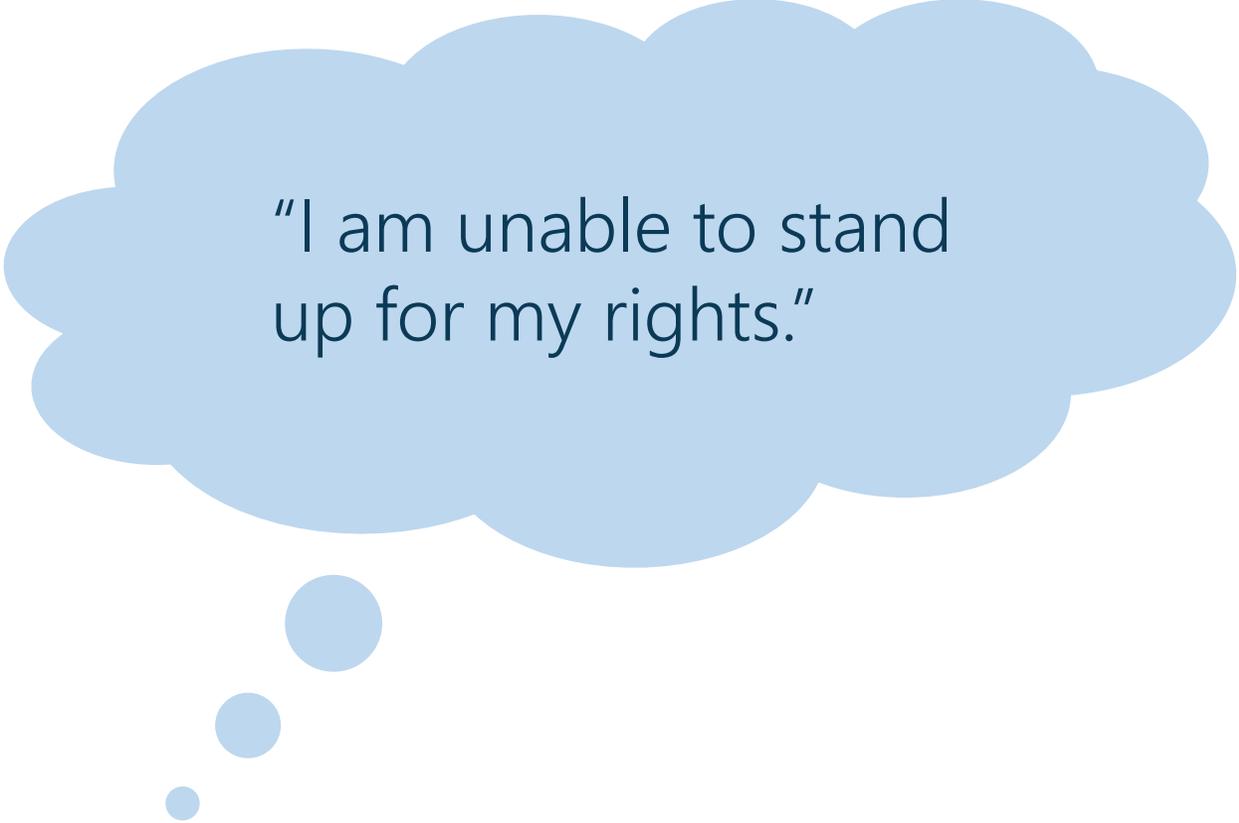
**“The art of communication is the  
language of leadership.”**

**-James Humes**

## The four types of interpersonal communication

- Passive
- Passive-Aggressive
- Aggressive
- Assertive

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

Dial: 888-455-4948

Passcode: 6519682

Can you to take over this project?

Of course!

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.

## Consequences of Passive Workplace Behavior

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

# Passive-Aggressive

Dial: 888-455-4948

Passcode: 6519682

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

Dial: 888-455-4948

Passcode: 6519682

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.

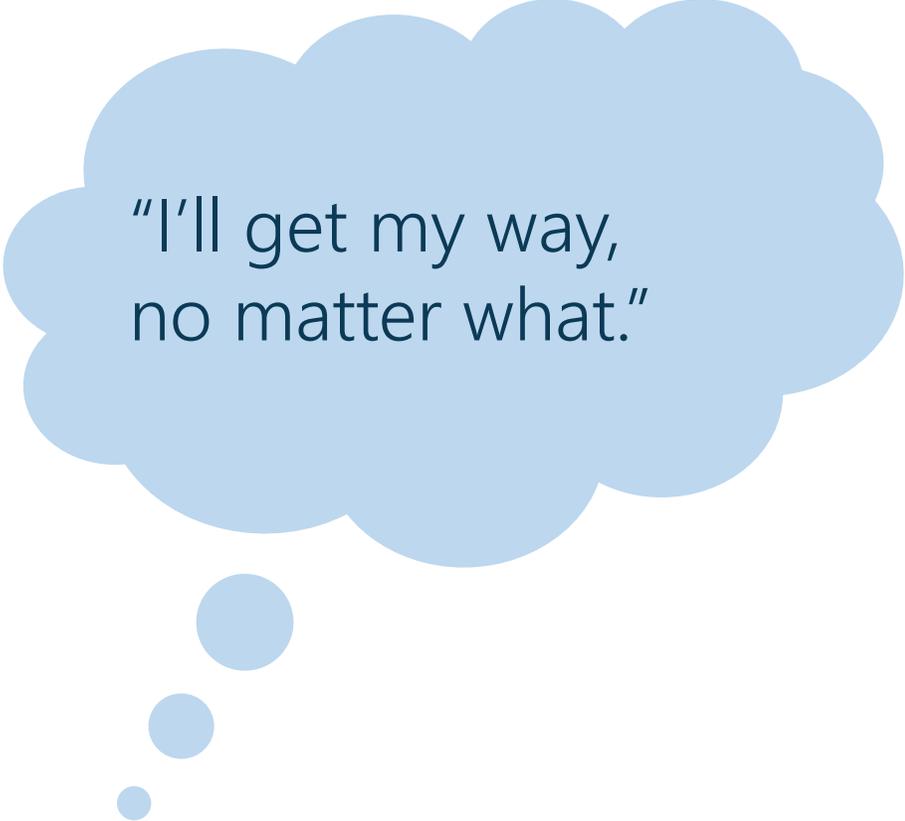
## Consequences of Passive-Aggressive Workplace Behavior

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

# Aggressive

Dial: 888-455-4948  
Passcode: 6519682

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



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

# Aggressive

Dial: 888-455-4948

Passcode: 6519682

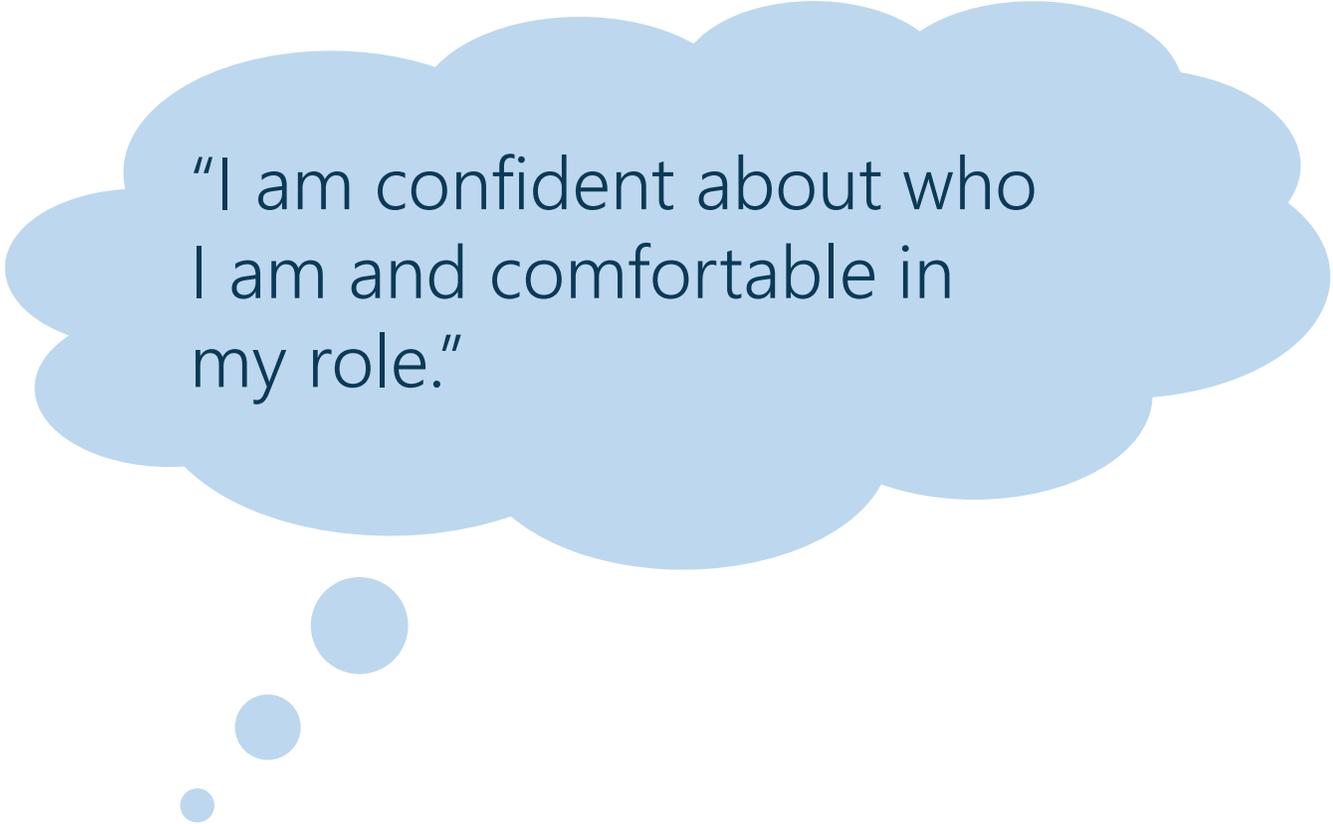
Can you take  
over this project?

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.

## Consequences of Aggressive Workplace Behavior

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

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

Dial: 888-455-4948

Passcode: 6519682

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?

## Consequences of Assertive Behavior

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

# Communication Style Tips

Dial: 888-455-4948  
Passcode: 6519682

- 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?

Dial: 888-455-4948  
Passcode: 6519682



Passive

Passive-Aggressive

Aggressive

Assertive

# Assertive Characteristics

Dial: 888-455-4948

Passcode: 6519682

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

# Strong "I" Statements

Dial: 888-455-4948  
Passcode: 6519682

- 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

Dial: 888-455-4948

Passcode: 6519682

1. State the behavior

2. Model the assertive response

3. Propose possible solutions

# Common Assertive Format

Dial: 888-455-4948  
Passcode: 6519682

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

Dial: 888-455-4948  
Passcode: 6519682

## 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.



## 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:

## 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.



## 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

Dial: 888-455-4948  
Passcode: 6519682



Credibility is hard to  
earn and easy to lose.

# What is Workplace Credibility?

Dial: 888-455-4948  
Passcode: 6519682

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

## Competence

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

## 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

## 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

Dial: 888-455-4948  
Passcode: 6519682

- 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

Dial: 888-455-4948  
Passcode: 6519682

- 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

Dial: 888-455-4948  
Passcode: 6519682

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

Dial: 888-455-4948

Passcode: 6519682

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

**-anonymous**

- 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?

Dial: 888-455-4948  
Passcode: 6519682

- 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!

Dial: 888-455-4948  
Passcode: 6519682

Further questions? Contact us:  
[VISTATraining@cns.gov](mailto:VISTATraining@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



**VISTA**  
Volunteers In Service To America

Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** 