



LEARNER WORKBOOK

Assertive Communication



Assertive communication



Assertive behaviour and assertive techniques in communication implies respect for one's own rights and needs as well as self-control by expressing their own needs we do not endanger others' interests and needs.

Assertiveness is...



Assertive communication skills encourage immigrants and refugees to lend for their rights using assertive messages when someone violates their rights. Integration Wheel tool present areas where integration has been achieved.

Assertiveness is not...



- Aggression
- Not be able to express your emotions
- Unresponsible behaviour



Assertiveness is not intolerance or aggression. It is important to keep in mind that there are many of our behaviours learned, from which it comes to be possible and change attitudes toward new people, culture or environment.

Assertiveness test

Game: „. When I'm standing in someone's shoes.”



How can we learn assertive speech?



Integration is a very slow process. If we want to understand how it feels to be an immigrant we play the “Shoes game”. Imagine you have been asked to outline the essential communication skills and the key supports that need to be available in a new model assertive communication. Try to analyse situations from different sizes.



What can we do?



What can we do to provide better environment for assertive behaviour?

...we can



Assertive techniques are in the role of key services for better integration. We can defend our integrity, respect others and their culture, respect diversity, and we have to cooperate with each other and learn from each other.

...

- ▣ Express what kind of behaviour is bothering you
- ▣ Use I messages
- ▣ Develop communication skills (active listening, negotiation etc.)



Communication skills are extremely important for using assertive techniques. “I messages” provide us possibility to express our own states "I am sad, unhappy, and angry when you do it.”

Sample Case Study

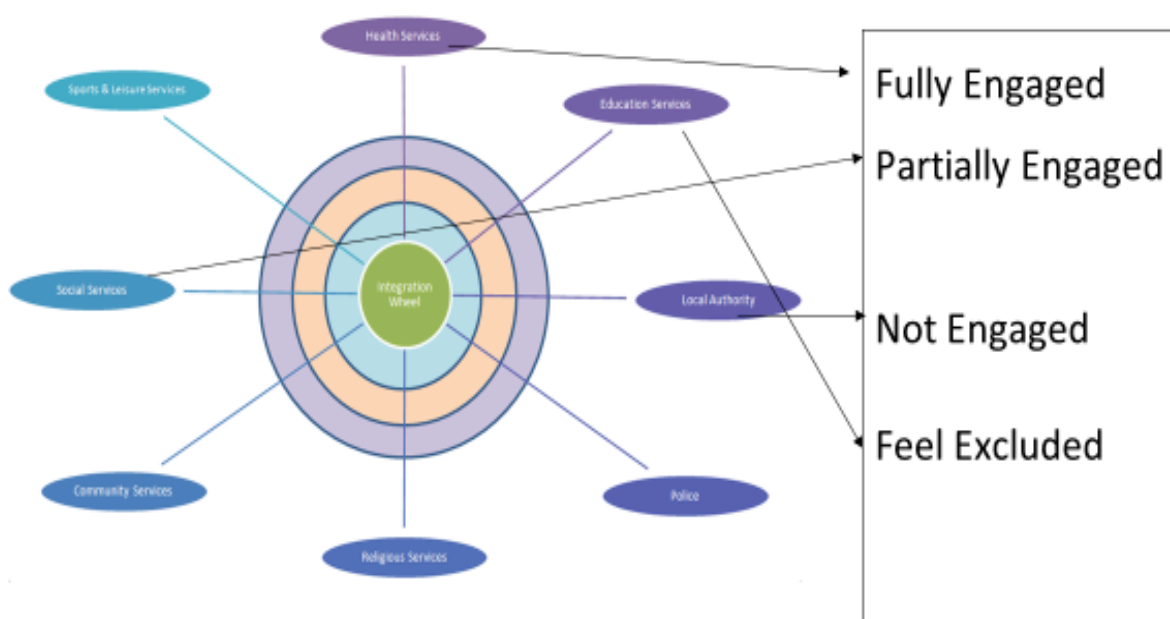


- ▣ Ayaan
- Somalia
- Female
- 30 years old
- Married
- 1 Child aged 5
- Trained as a teacher



This case study explain Ayaan’s situation in foreign country. She is a thirty-year-old mother from Somalia who has recently arrived in Europe with her son and husband. Ayaan is a fully qualified teacher but is finding it difficult to have her credentials recognised. Ayaan arrived in Croatia 3 months ago and she has already registered a new family doctor and she enrolled her five-old daughter in the local kindergarten. Ayaan cannot resume her career because she feels excluded from the education system. Also, Ayaan wears a headscarf which others does not accept easily. She has to deal with the local authority so that she can get into the Programme for immigrant woman and learn the language and culture. For all that Ayaan need to know some assertive techniques so that she can go true society stereotypes.

Ayaan's Integration Wheel



Ayaan's integration wheel has eight services and supports. Ayaan has marked on the wheel the areas where she feels she has fully engaged, partially engaged, not engaged or feels excluded. Anna's integration wheel clearly identifies areas that she needs to focus on if she is to achieve a holistic integration into her new host community. She feels especially excluded from Education Services.

Identify the areas where we need to focus efforts if we wish to progress civic integration.

We have to think about areas where we need to focus – for example education and unequal socioeconomic position of women in society etc. How can we help Ayaan to complete her integration?

SCENARIO



- Ayaan is coming to school to apply for a job
- People don't recognize her potential because they are not convinced in her potential that she can do this job correctly because of cultural diversity (she is wearing a scarf, she has a different cultural identity etc).
- **What can she do?**
 - She can give an example of her experiences working as a teacher using I messages
 - Try to explain the importance of multicultural learning
 - Get engaged in other social and educational services



This scenario is a possible example of what Ayaan can expect when she decides to apply for a job in a school.

Through assertive techniques she realized that she can get a job if she describes and gives an example of her work experience.

Also, she has to give a lot of effort to engage in local social and education services so that she can get relevant information about the job she is applying for.



Erasmus+

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