

WISH – 14th July 2009

Presentation NETWORKING

ASSERTIVENESS

*“No-one can make you feel inferior without your consent”
Eleanor Roosevelt*

ASSERTIVENESS IS A FORM OF BEHAVIOUR WHICH DEMONSTRATES YOUR SELF-RESPECT AND RESPECT FOR OTHERS. ASSERTIVENESS IS ALSO CONCERNED WITH DEALING WITH YOUR OWN FEELINGS ABOUT YOURSELF AND OTHER PEOPLE, AS MUCH AS WITH THE END RESULT

AGGRESSION – CONFIDENCE

- You don't know your own limitations
- You undertake to do things you can't necessarily fulfil
- You are unrealistic

PASSIVE – CONFIDENCE

- You feel you can't do things
- You put off doing things till you feel more confident
- You have difficulty doing things
- You feel powerless or uncomfortable, or both
- You feel that whatever you do it won't be good enough
- Even when you're doing things well, you feel a bit of an impostor
- You don't even try

ASSERTIVENESS – CONFIDENCE

- Being able to start things feeling that you will do reasonably well
- You get on with what you want to do
- You feel that whatever happens, you will be OK inside
- Being able to have a go even if you're not sure of the outcome

WHAT IS AND WHAT ISN'T ASSERTIVENESS

Aggressive behaviour is:

- Getting your own way, no matter what
- Getting your own point across at other people's expense
- Getting people to do things they don't want to do
- Being loud and violent
- Interrupting others
- Winning at all costs

Indirect or passive aggressive behaviour is:

- Conveyed in a polite way
- Quiet and apparently inoffensive
- Manipulating or tricking people
- Ignoring people
- Being silent or sulking
- Using sarcasm
- Putting people down, making them feel small

Passive behaviour is:

- Keeping quiet for fear of upsetting people
- Avoiding conflict
- Saying yes when you want to say no
- Always putting other people's needs first
- Not expressing your feelings
- Going along with things you don't like or agree with
- Apologising excessively
- Inwardly burning with anger and frustration
- Being vague about your ideas and what you want
- Justifying your actions to other people
- Appearing indecisive

Assertive behaviour is:

- Being open and honest with yourself and other people
- Listening to other people's points of view
- Showing understanding of other people's situations
- Expressing your ideas clearly, but not at the expense of others
- Being able to reach workable solutions to difficulties
- Making decisions – even if your decision is not to make a decision!
- Being clear about your point and not being sidetracked
- Dealing with conflict
- Having self-respect and respect for other people
- Being equal with others and retaining your uniqueness
- Expressing feelings honestly and with care

WHY BOTHER WITH ASSERTIVENESS?

- Your self-confidence increases
- You are properly understood
- Other people know exactly where they are with you
- You are more open to receiving feedback
- Your relationships are based on reality rather than illusion
- You stand a better chance of getting what you want
- You feel better for expressing your feelings
- You have fewer situations that are unresolved
- Even if you do not resolve a situation, you feel better for having tried

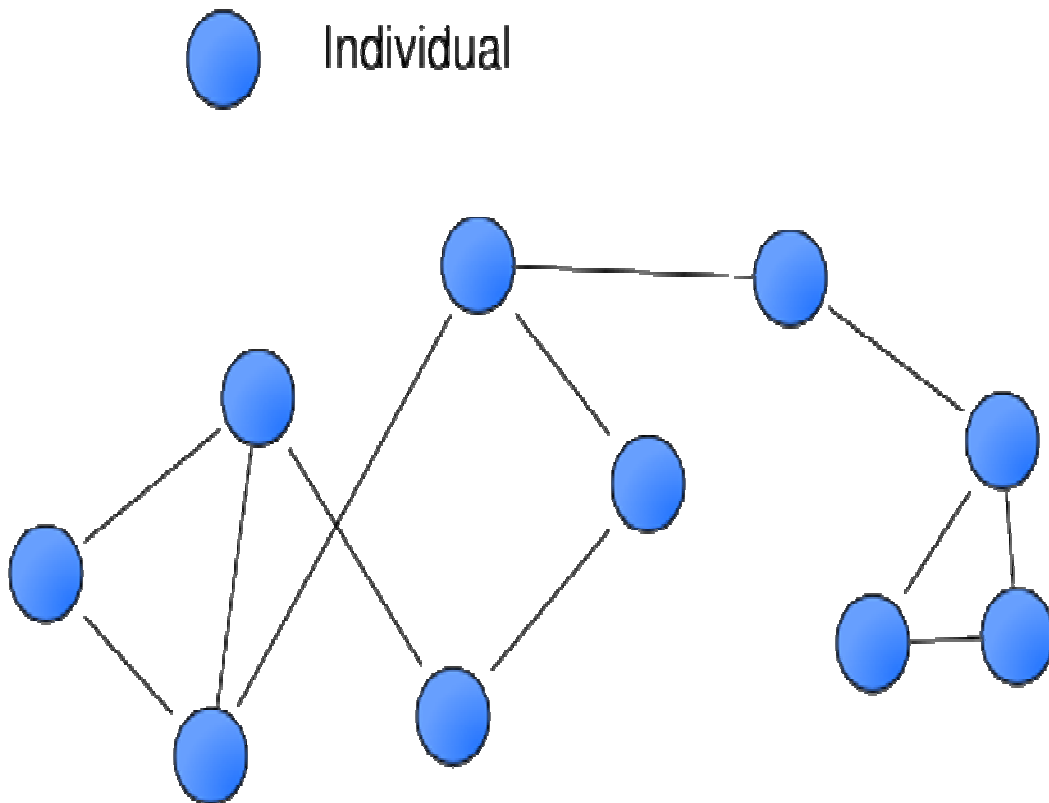
Think about situations at home and at work and judge for yourself where your behaviour tends to be on the assertiveness spectrum. Mark where you are now and then put an arrow to where you would like to be in the future.

Behaviour	Passive	Assertive	Aggressive
At home			
At work			
With friends			
In shops			
At the doctors			
Other			

SIX DEGREES OF SEPARATION

Remember : Six degrees of separation

We all know at least 200 people, who also know at least 200 people, which means you are never more than a few contacts away from the people you want to meet/talk to.



NETWORKING

Types of questions

- Closed questions

The answer to these starts Yes or No

Did you have a good journey?

The answer usually leads on to some details about the subject of the question

- Open questions

Who
What
Why
How
Where
When

These questions cannot be answered with a Yes or No and can serve to open up the topic of conversation beyond the original question asked.

Some examples of open questions

Open

What is the distance between London and Brighton?

How was your journey here?

Answers will reflect the opinion of the responder and may be different each time the question is directed at another person.

What to ask

- What do you do
- What is your most important project at the moment
- How did you get started in your business/job/profession
- Find a common discussion point – create rapport

(most people love the opportunity to “tell their story” to someone)

What do you enjoy most about what you do?

(You are making them feel special, important)

Form of Open Questions

Question Form	Purpose
Contact	To establish rapport
General	To explore broad background information
Opinion-seeking trailer	To explore opinions/attitudes

Remember:

Why – When – Where – How – What – Who

Why network at all?

Gives you opportunities to:-

- Enhance your profile
- Get more job satisfaction
- Do more business
- Inform others about what you do
- Makes life more enjoyable
- Increase your contacts

How to join a group already networking

- Look interested
- Listen to existing conversation
- Don't prejudge
- Have a good question ready
- Have clear objective to aim for:
do you want contacts, business, ideas?

Don't be afraid of asking for your objective after questioning and listening to the group

"I wonder if anybody here can help me – I was hoping to meet
....."

FIVE USEFUL TIPS FOR NETWORKING

1. Gender Communication

Be aware that men and women communicate differently. When women walk into a room full of strangers they are most likely to scan the crowd for familiar/friendly faces and see who they can start to build a verbal relationship with. When men walk into a room full of strangers they are most likely to scan the room looking for enemies and will check out the nearest exit/escape route.

In a group/meeting environment, women will show empathy to the person speaking by smiling and nodding their heads to show they are listening. This does not automatically mean they are agreeing with you! Men will usually remain still and static with their body language and have an invisible “ball” that they hold while they are speaking and then mentally “throw” to the next person speaking. Men usually agree by voting their approval of a point. Confusion with the different gender listening skills can create all sorts of misunderstandings.

2. View networking as a positive experience

Remembering of the Six Degrees of Separation point earlier, think of any kind of networking as a way to easily and effortlessly get you in front of the person/people you want to speak to. Everyone at the event/meeting has the same agenda as you and are quite likely to be experiencing similar feelings.

3. Research who's going to be there

Try Googling the people you know are going to be at the event if it's an outside networking opportunity – conference, exhibition etc. The more information you can have about attendees the better and this produces an easy ‘in’ when trying to engage people in a conversation.

4. Set the outcome

What is it you want to achieve? Are there specific people you want to get in front of, speak to, ask the opinion of? Are there particular points you want to get across to this group of people about a certain issue (internal/external meetings).

The clearer you can be about your objectives and outcome for attending, the more likely you are to have a positive experience.

5. Reframe negative thoughts

If you don't believe the meeting/conference/network is valuable, no-one else will. If you don't believe what you have to offer/say/contribute is valuable, no-one else will.

We get reflected back to us what we give out. If we give out negativity, we are more likely to have this presented back to us. If we give out positivity, we are more likely to have this presented back to us.