

©2020 Published by Elemental Potential Ltd. First Edition.

These notes are copyright, except for the purpose of fair review, no part may be stored or transmitted in any form, by any means, electronic, digital, including: recording or storage in any information retrieval system without permission in writing from the publisher. No reproduction may be made whether by photocopying or any other means unless a licence has been obtained from the publisher.

Compassionate assertiveness in action™

Compassionately assertive people look for the win-win. If they see it, they say it. They operate low and slow with low slow voice. They seek first to understand and then to be understood. They genuinely believe that they are helping people to be better communicators and more compassionate people.

‘See it, say it’© This means at the exact point you are pinged you act then at the point of impact.

To understand compassionate assertiveness, you first need to understand the emotional ping, or ‘pings’.

Pings are emotional triggers that affect you, and you respond to in response to what people have said or done to you. They can also be environmental. Old pings. Brand new pings. Personal pings to you.

They affect the humanity you send out to others.

A good starting point is to figure out who or what pings you in general and ask yourself why. What is the motivation for the ping? Fear, jealousy, feeling of superiority, condescending behaviour? Bullying behaviour?

Start to notice when you are pinged in every day interactions, and what response you have to it. Do you deal with it there and then (at ground zero/point of impact) or do you leave it for later? *When you leave it for later it often works out differently to doing see it, say it, when you first feel the ping.*

What happens when you are pinged?

Your communication skills decline? What’s your ‘go to’? Verbal abusive? Loud, angry, and opinionated? Nagging? Whingey? You get dismissive, regress, alienate people.

How does compassionate assertiveness work?

It keeps the PINGs under control! It makes people accountable, more aware of their behaviour on others, and re-programmes it.

You can be just one person. When you are a compassionately assertive person, you don't need a different communication style for different people and situations. Ask yourself who do you act differently with?

Avoid statements where possible, they will always sound like something other than you intended depending on the recipients' communication style. It could sound like: preaching, nagging, judgement, opinion, moralisation, whinging.

Don't feed the kitten – don't enable others to behave badly. Don't be the ear to passive aggressive behaviour- instead ask a compassionately assertive question like:

“Is there a reason you didn't mention that in the meeting Emily?”

“Why are you telling me this?”

“How do you think Deirdre would feel about that/have you spoken to her directly about this?”

“Can you see how unprofessional this is?”

“Is there a reason you haven't dealt with this earlier to the correct person?”

“What do you need to do about this?”

The Compassionate Assertive model created in 2011 by Elemental Potential is cyclical, not linear. You don't need to use each stage. Some people don't 'deserve' some stages. You can hop on or off as you need to.

Stage 1. Self-Analysis – or the 'FLIP' Flip the person's behaviour and make them accountable for what they just said or did to you – good or bad.

Good flip questions:

“What would make you say that BOB?” (adding the name on the end makes it personal.)

“Why would you say that?”

“Can you explain that/show me what you mean?”

“Where's the evidence for that?”

“Is that reasonable?”

“Help me understand why/how.....?”

“What will it take to.....?”

“How are you going to make this work/do you see this working out?”

“Is there a reason you did it that way/you think that/believe that?”

“Do you really believe that?” “Why?”

Stage 2. Addresses the **behaviour** and/or how it makes you or them **FEEL**. The emotional 'ping' of what just happened. Don't let it go, don't internalise it.
DON'T RUN!

Good feel questions:

"How do you think that made me feel?"

"Do you realise that it makes me feel incompetent/sad/hurt when you say that?"

"Can you see that when you do that it makes me feel undermined in front of my team?"

"How do you feel that went/will work?"

"If you were me how would you feel about that behaviour?"

"Can you imagine how I feel right now?"

"Can I explain to you what I'm feeling at this moment?"

Stage 3. Consequence – DO SOMETHING – right there, right then. A good consequence question is "What do you think will happen if we do nothing about this?"

Stage 4. Choice – **SURRENDER** – A good surrender question is "What do you think should happen?" People will usually tell you the truth (it doesn't mean you have to like it or accept it, but at least you'll know how they feel.) Surrender means that one option is to let it go.....but really let it go! No saving it up for later in the 'ping' cupboard and bringing it out in a future 'fight'.

*Exceptional communication is just **logical**. You will say or do the "next obvious thing". Practical easy to use concepts and tools to make your life better...that's it!"*

The alternative is spending your time undoing and fixing communication that went wrong!

Check out the website www.elementalpotential.com for lots more information on this amazing life transforming model for exceptional communication.

Steph Holloway steph@elementalpotential.com

Please respect my work by not giving away my notes to others who haven't been in my class.