



# LACK OF ASSERTIVENESS

Assertiveness is important in the workplace. It requires integrity, professionalism, and courage. Assertiveness means you are willing and able to share your knowledge, experiences, and personal assessment of the current situation while allowing others to do the same. If I am unwilling or unable to state my viewpoints, ideas, or opinions, my passiveness may lead to accidents and errors. If I am aggressive in my approach, that can harm the group process and other individuals. What is your approach at work?

## Passivity!



## Be Assertive!



## Avoid Aggressiveness!



Passive	Assertive	Aggressive
Is afraid to speak	Speaks openly, but respectfully	Interrupts others
Speaks softly or tentatively	Uses a conversational tone	Speaks loudly
Will not look at people	Makes good eye contact	Glares and stares
Little or no expression	Expressions match message	Intimidating expressions
Will agree with group	Considers different viewpoints	Only considers own feelings
Believes self is inferior	Believes self is equal	Believes self is superior

Your company should have an operations or safety philosophy that outlines the standards for how work will be done. Those standards should match your personal standards about the safe and correct ways to perform work. In hazardous industries, there is no room for compromise. An assertive individual will always do the right thing and will challenge anyone who is not doing the right thing. Will you be assertive about your rights to a safe work environment that values public, personal, and environmental safety?

Remember and practice these tips for behaving assertively:

- Speak up when you have an opinion or idea.
- Stand up for your opinion; do not be intimidated into changing without good reasons.
- Make requests and ask for assistance when you need help.
- Refuse requests and orders that are unsafe or too risky.
- Accept both positive and negative feedback.
- Question traditions and practices that do not make sense and that may be unsafe.
- Insist that your rights be respected, and respect the rights of others.