

# MICRON MOMENTS

ASSERT  
YOURSELF!

Become a global TM with Aspire's Micron Moments!

## BECOME A LEADER!

In most situations in life, especially business, being assertive is more important than being aggressive or passive when you communicate with people. If you are an assertive communicator it means you can communicate clearly and concisely. You can express your feelings, needs, and opinions without being too confrontational or aggressive. In this Micron Moment, you will learn useful phrases to be assertive and communicate your point clearly and concisely.

## EXAMPLES

### Phrases to be assertive

- ✓ Thanks, but I'm not interested in doing that.
- ✓ I can't make that a priority right now.
- ✓ I need some time to think about that.
- ✓ I'll think about it and get back to you.
- ✓ I didn't appreciate...
- ex. I didn't appreciate your tone of voice.
- ✓ I don't agree. I see things a different way/here's why.
- ✓ I (won't / can't / am not willing to) do that.
- ✓ I feel (hurt / upset / afraid) that...
- ex. I feel hurt that you didn't promote me after all my hard work.
- ✓ I agree that \_\_\_\_\_ but let me explain.
- ex. I agree I was loud but let me explain.
- ✓ I need / I want / I can / I can't...
- ex. I need to have a smaller workload moving forward.
- ✓ My policy is...
- ex. My policy is to not check my work email on my time off.



## EXAMPLE DIALOGUE

**Jim:** Keisuke, could I ask you to get the data to me ASAP, please? We really need it.

**Keisuke:** I'd love to help Jim, but I need to take a half-day off today.

**Jim:** We really need that data ASAP, Keisuke. Could you not take a half-day off tomorrow instead? You only took a half-day on Monday.

**Keisuke:** I agree that I've taken some time off recently Jim, but these are paid holidays and I'm entitled to them. I also have an urgent family matter that I need to attend to today so please ask Asano-san for the data.

**Jim:** OK, I understand. Sorry to trouble you, Keisuke.

## YOUR TURN!

Hold small online meetings on the topics below. Try to include some of the assertiveness language above in the meeting as well as any other relevant Micron Moment meeting skills. (If you are doing this activity face to face, just imagine that it is an online meeting).

- 1) You have been doing extra work to help your colleague for the last month. You are not happy with your colleague and you need to tell them that you can't keep doing work for them.
- 2) A neighbour asked you to borrow some equipment to fix their home. It was 6 months ago, and they haven't given it back. You have asked for it back twice already.
- 3) You have had a difficult week at work, but this weekend your wife wants you to help her sort through some things to sell or give away. You just want to relax and not do anything over the weekend.
- 4) You plan to meet with a friend, but your friend is always 20-30 minutes late.
- 5) You work full-time, have two small kids at home, and volunteer at the information desk at Saijo Station on Saturdays. The person in charge of the desk wants you to volunteer Sundays too.



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