



IO1/A3. TRANSVERSAL SKILLS ENHANCEMENT STRATEGY AND SUPPORTING ACTIONS



SEE FIRST

SEE FIRST

Communication: Negotiation

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TITLE OF THE DELIVERABLE

PROJECT INFORMATION

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1. GUIDELINES

GUIDELINES

- Prepare 6 goal cards per skill subcategory. For example, 6 goal cards for Active listening and 6 for Negotiation.
- Fill in all the fields and maintain the formatting and structure
- Each proposed activity should be in a separate card – don't combine 2 activities in one card and don't divide 1 activity into 2 cards.
- To add a new goal card, copy and paste one of the existing goal cards
- At the end of each skill subcategory, prepare 6-8 assessment questions.



1. Skill category (Communication)

1.1 Skill subcategory (Negotiation)

1.1.1 INTRODUCTION

This will be shown to all the users when they click on one of the skill subcategories. It will appear on the right side of the wheel.

DESCRIPTION OF THE SKILL
<p>Negotiation is a process by which compromise, or agreement is reached while avoiding quarrels and disputes. Negotiations are present everywhere in everyday life. You'll negotiate little things, like who will take the trash out in your family, and bigger things, like how much money you'll earn at a new company. Getting the most out of life depends, at least partially, on your ability to negotiate.</p> <p>In any disagreement, individuals clearly aim to achieve the best possible outcome for their position (or perhaps an organisation they represent). The keys to a successful outcome are fairness, seeking mutual benefit and maintaining a relationship.</p> <p>Specific forms of negotiation are used in many situations: international affairs, the legal system, government, industrial disputes or domestic relationships as examples. However, general negotiation skills can be learned and also applied in a wide range of activities such as personal and professional matters.</p> <p>Indeed, negotiation skills can be of great benefit in resolving any differences that arise between you and others.</p>

1.1.2. GOAL CARDS

Stages of Negotiation
DESCRIPTION OF THE ACTIVITY



In order to achieve a successful outcome in a negotiation process, some stages need to be followed. These stages are:

- Preparation
- Discussion
- Clarification of goals
- Negotiate towards a Win-Win outcome
- Agreement
- Implementation of a course of action

Let's have a closer look at each one of them specifically.

Preparation

Before any negotiation takes place, the time, the place and the people involved in the process need to be identified. Also, making sure that all relevant facts of the situation are known by all people involved, is an important part of this stage. This will help to clarify the parts' positions regarding the decision.

This first stage of the negotiation process results fundamental, because not only clarifies all the main points and parts of the negotiation, but also helps to avoid further conflict and wasting time during the meeting.

Discussion

During this stage, individuals or members of each side discuss their understanding of the situation. Each side should have an equal opportunity to present their case.

Key skills during this stage include questioning, listening and clarifying.

Sometimes it is helpful to take notes during the discussion stage to record all points put forward in case there is need for further clarification.

Clarification of goals

This stage of the process involves identifying the goals, interests, and viewpoints of both sides of the disagreement. These factors are generally listed in order of priority.

Through the clarification process it's also possible to identify or establish some common ground. Without this stage in the negotiation process, it's more likely that misunderstandings might occur and create potential obstacles to reaching a beneficial outcome.

Negotiate towards a Win-Win outcome

This stage focuses on what is called a 'win-win' outcome. This involves both sides feeling that their point of view has being taken into consideration and also that they have gained something positive from the negotiation process.



A win-win outcome is usually considered the best result, even if this may not always be possible through negotiation.

In this case alternative strategies and compromises need to be considered, which sometimes can also bring both parts to achieve even greater benefits.

Agreement

Once both parts' points of view and interests have been taken into consideration and fully understood, an agreement can be achieved.

It is essential for everybody involved to keep an open mind in order to achieve an acceptable solution. Any agreement needs to be made perfectly clear so that both sides know what has been decided.

Implementation of a course of action

From the agreement, a course of action has to be implemented to carry through the decision.

Now that you know all the six stages of a negotiation process, **try to negotiate something with a friend**, so that you can put in practice what you learnt.

It is recommended to negotiate over a real-life rather than a hypothetical situation such as who will pay for the next meal, or what the next night out together will be.

Try to keep in mind the **six steps** during this process and to implement them into your negotiations.

After you are done, try to do a **recap of the negotiation** and then **write down analytically** what exactly happened during each of these six steps, along with a sidenote mentioning **what could have gone better or worse**.

TYPE OF THE ACTIVITY

Simple activity that can be implemented immediately without requiring the completion of another activity.

CONNECTED ACTIVITIES

-

TOOLS & RESOURCES NEEDED

Pen/ Notebook or Laptop

TIME REQUIRED



40-50 min

Number of learners

2

RELEVANT SECTORS

Include one or more sectors to which this skill is relevant. Please choose from the sectors below:

- **Aesthetics**
- **Agriculture**
- **Arts**
- **Culinary arts**
- **Economics**
- **Education**
- **Engineering**
- **Informatics**
- **Law**
- **Management**
- **Medical and Health Care (including veterinary)**
- **Military**
- **Natural sciences**
- **Office Administration**
- **Public administration**
- **Social sciences**
- **Sports**
- **Tourism**

ADDITIONAL RESOURCES

REFERENCES

How to Improve Negotiation Skills in the Workplace: <https://www.getsmarter.com/blog/career-advice/how-to-improve-negotiation-skills-in-the-workplace/>

What is Negotiation? <https://www.skillsyouneed.com/ips/negotiation.html>



IMAGE

<https://www.pexels.com/photo/city-man-people-woman-4963436/>

INTRODUCTION

In this activity you will learn which are the six stages of the negotiation process: Preparation, Discussion, Clarification of goals, Negotiate towards a Win-Win outcome, Agreement and Implementation of a course of action.

Research and practice

DESCRIPTION OF THE ACTIVITY

One of the most important requirements that will guarantee your success in a negotiation process, is knowing how to prepare yourself for the process, how to do efficient research and also how to practice efficiently.

Before the negotiation starts, do your homework by gathering enough information to have a clear understanding of what a good deal or personal agreement could look like. Also, do some research in order to be prepared for every possible outcome.

Negotiation is a skill that can be learnt, and as with any skill, practice brings improvement. Rehearse what you want to say, and your response to any counter arguments they might bring, before the negotiation, so that you're calm and prepared with strategic responses on the day.

Practice also involves knowing yourself, identifying your own personal negotiation style and your emotional triggers well, so that you aren't unsettled by anything that the other party says or does in your efforts to reach a win-win outcome.

A good exercise to practice your skill, is by **applying negotiation methods to practical everyday situations** and so, treat simple, everyday interactions like a negotiation. For example, if two friends of yours are fighting over an argument, jump in, listen to what they both have to say about the argument and what are their reasons. Now you can try and help them find a solution that might benefit them both.

Another useful practice exercise can be to **role-play** a negotiation process with your family or friends. Practicing negotiation doesn't always have to happen in real-life scenarios. Sometimes a healthy role-play with friends or family members can provide a low-stress opportunity to practice what you've learned on someone you trust.



Role play exercise can be useful for:

- Preparing for a Negotiation
- Asking different kind of questions in order to better understand the other person's point of view
- How to make a counter proposal so that you can more effectively encourage your counterpart to share information.

Some ideas for role play:

- Holiday destination with your partner
- Household task allocation with your family
- Where to eat out with your friends in the weekend

Now you only have to **choose a negotiation topic** and **ROLE PLAY!**

After each role play, write down the following:

- Did you reach a win-win situation?
- If not which side prevailed?
- For the side that compromised the most, which elements of the conversation pushed it to that?
- For the prevailing side, which were the advantages that helped it take the upper hand?
- Was there any way in which the above 2 types of elements could be reverted?

TYPE OF THE ACTIVITY

Simple activity that can be implemented immediately without requiring the completion of another activity.

CONNECTED ACTIVITIES

-

TOOLS & RESOURCES NEEDED

Notebook, pencil/pen

TIME REQUIRED

40-50 min

Number of learners



2-6

RELEVANT SECTORS

Include one or more sectors to which this skill is relevant. Please choose from the sectors below:

- Aesthetics
- Agriculture
- Arts
- Culinary arts
- Economics
- Education
- Engineering
- Informatics
- Law
- Management
- Medical and Health Care (including veterinary)
- Military
- Natural sciences
- Office Administration
- Public administration
- Social sciences
- Sports
- Tourism

ADDITIONAL RESOURCES

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REFERENCES

Three Ways of Teaching Negotiation Skills to High School Students: <https://www.marlborough.org/news/~board/stem/post/teaching-negotiation-skills-to-high-school-students>

5 Exercises to Improve Your Negotiation Skills: <https://www.inc.com/samuel-edwards/5-exercises-to-improve-your-negotiation-skills.html>

Use It Or Lose It: 4 Ways to Practice Your Negotiation Skills: <https://blog.blackswanltd.com/the-edge/use-it-or-lose-it-4-ways-to-practice-your-negotiation-skills>



IMAGE

<https://www.pexels.com/photo/silver-ipad-545057/>

INTRODUCTION

After completing this action card, you will learn how to prepare yourself for a negotiation process and how to make your practice more efficient with a game.

Learning body language cues

DESCRIPTION OF THE ACTIVITY

Negotiation experts normally advise the counterparts to meet in person whenever possible rather than relying on the telephone or Internet. This is because negotiation skills mostly rely on your ability to back up your words with physical actions that show openness, honesty, and confidence. This promotes trust and increases the other party's desire to respond cooperatively and reach an agreement.

Indeed, without making use of gestures and facial expressions, those who negotiate might find difficult to "read" other's people accurately and building a connection.

According to recent studies conducted by psychologists and language experts, body language and non-verbal communications has a greater impact in a discussion than the actual words that you say. This is why it's very important to learn some body language persuasion techniques.

PERSUASION TECHNIQUES

Mimicry

Sometimes, during a negotiation process, it can happen that the negotiators' behaviour might start to converge. Their breathing patterns and heart rates sync up, and they also tend to mimic each other's posture and hand gestures. Mimicry is a sign that you're both striving to build a connection and find common ground. According to some studies, Mimicry seems to make us feel comfortable with others and encourage us to trust them, which is essential during a negotiation process.

Establish trustworthiness



Learning how to read body language cues might result fundamental to understand if you can trust or not someone. Establishing trustworthiness is not an easy game. However, there are some clues you can look for.

When you're evaluating a negotiator's trustworthiness, remember that some nonverbal signs are more important than others when using body language. For example, you might want to know that liars might have difficulty coordinating their behaviour—saying no while nodding yes, for example. Also, that they sometimes forget to add the gestures, pitch variations, raised eyebrows, and widened eyes that we make naturally when telling the truth.

Detect micro-expressions

According to Professor Paul Ekman of the University of California Medical School, San Francisco, "micro-expressions" are brief, involuntary signs of one's genuine emotions, such as a blush or a frown—that might tip others off to our thoughts. So, pay attention to those as well!

As you might have understood, body language is fundamental during a negotiation process. As for other skills, this also can be practiced. In order to improve your body language cues during the role play with your team, practice the below:

- **Perfect your handshake:** it makes people feel comfortable, promotes honesty, and increases the cooperative behaviours that lead to deal making.
- **Know how to maintain a friendly eye contact:** as Shakespeare wrote, "the eyes are the windows of the soul." Indeed, eye contact is one of the single most powerful communication tools between two people, as it conveys openness, sincerity, and trust.
- **Be aware of your facial expressions:** Like it or not, in a negotiation setting your facial expressions will be under that same microscope, so try to make sure that they enhance the positive verbal cues that you're giving. Take care not to frown or wrinkle your forehead worryingly and take the opportunity to smile and nod in agreement whenever possible.
- **Maintain your "proxemics",** your personal space, when speaking or interacting with others. It's important for each party to feel that their personal space is being respected and that they're not being physically intimidated.
- **Keep your limbs calm and open:** just like you want the words that you're saying to exude strength, confidence, and calm during a negotiation, so should your body. If you're constantly tapping your fingers or feet, entwining your hands, or crossing and uncrossing your legs, it will signal that you are in a stressed, rather than thoughtful, state. Keep your legs calm and your hand movements limited to expression rather than fidgeting.

Exercise by **taking a video** of yourself during roleplay and then go through the video and pay attention to these elements. **Keep notes** of what you need to improve and how. Do the role play again with a different topic and try **to incorporate the improvements** you thought of.



Remember practice makes perfect!
TYPE OF THE ACTIVITY
Complex activity that requires the completion of another activity
CONNECTED ACTIVITIES
Research and practice
TOOLS & RESOURCES NEEDED
Pen and paper, laptop Smartphone and/or camera
TIME REQUIRED
40-50 min
Number of learners
2-6
RELEVANT SECTORS
<p>Include one or more sectors to which this skill is relevant. Please choose from the sectors below:</p> <ul style="list-style-type: none"> • Aesthetics • Agriculture • Arts • Culinary arts • Economics • Education • Engineering • Informatics • Law • Management • Medical and Health Care (including veterinary) • Military • Natural sciences • Office Administration • Public administration



- Social sciences
- Sports
- Tourism

ADDITIONAL RESOURCES

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REFERENCES

Using Body Language in Negotiation: <https://www.pon.harvard.edu/daily/negotiation-skills-daily/negotiation-techniques-and-body-language-body-language-negotiation-examples-in-real-life/>

9 Body Language Tricks to Improve Your Negotiation Skills: <https://www.fastcompany.com/3032560/9-body-language-tricks-to-improve-your-negotiation-skills>

IMAGE

<https://pixabay.com/photos/gestures-collage-non-verbal-language-2158259/>

INTRODUCTION

This action card will help you learn how important is the use of the body language during a negotiation process. This card also includes some exercises for you to do in order to practice your body language skill.

Start a Debate club

DESCRIPTION OF THE ACTIVITY

Debating represents a useful tool to improve speaking and negotiation skills and is particularly helpful in providing experience in developing a convincing argument.

You may have heard of **debating clubs**, why don't you start your own?

You don't need much, just a few motivated friends.

The steps you need to take include:



- **Find at least 3 people**, including yourself. You need min. 2 debaters and 1 person supervising
- Choose a **day and frequency** (you can schedule it weekly or monthly)
- Choose a **place** (you can meet in person or online)
- Set some **ground rules**
- Find the **topics** to discuss

There many types of debating a topic that you can use in your club. In each session you can try a different one to see what works best for you. Below you will find an idea for **your first activity**:

- Divide the members into 3 teams
- Define an argument for the debate. Some ideas: Smoking in all public places should be banned, all plastic should be banned, death penalty should be illegal
- Choose one team to be the affirmative team (that supports the argument) and the other team to be the opposing team (that opposes to the argument). The remaining members will be the judges
- Give the teams 10 minutes to prepare their arguments
- One member of the affirmative team presents their arguments (10 minutes)
- One member of the opposing teams presents their arguments (10 minutes)
- Another member of the affirmative team presents more arguments and responds to any questions of the opposing team (5 minutes)
- Another member of the opposing team presents more arguments and responds to any questions of the affirmative team (5 minutes)
- Both teams get to rebuttal, trying to defeat the other teams arguments without adding any new ones. (5-10 minutes/each team)
- After the end of the debate all team members reflect on their arguments and performance and give feedback to each other.

Key factors to consider during a debate are:

- **Style:** the manner in which you express your arguments, which has to be persuasive and confident.



<ul style="list-style-type: none"> • Speed: it is fundamental to talk at a pace which is fast enough to sound smart and gives you time to say what you want, but slow enough to be easily understood. • Tone: a varying tone makes you sound interesting. Listening to one tone for an entire presentation is boring. • Volume: shouting does not win debate. It's absolutely not necessary to speak any more loudly than the volume at which everyone in the room can comfortably hear you. • Clarity: The ability to express complex issues clearly and concisely is what debating is all about. So, keep it simple! • Use of notes and eye contact: Notes are essential, but they must be brief and well organized in order to be effective. Eye contact with the audience is also very important but keep shifting your gaze. No one likes to be stared at.
TYPE OF THE ACTIVITY
Complex activity that requires a significant amount of time and effort but does not require the completion of another activity
CONNECTED ACTIVITIES
.
TOOLS & RESOURCES NEEDED
<p>-Pens/pencils -Sticky notes -Whiteboard/ Cardboard - A room (for face-to-face meetings) OR A laptop with Internet connection</p>
TIME REQUIRED
60+ min
Number of learners
3-10



RELEVANT SECTORS

Include one or more sectors to which this skill is relevant. Please choose from the sectors below:

- Aesthetics
- Agriculture
- Arts
- Culinary arts
- Economics
- Education
- Engineering
- Informatics
- Law
- Management
- Medical and Health Care (including veterinary)
- Military
- Natural sciences
- Office Administration
- Public administration
- Social sciences
- Sports
- Tourism

ADDITIONAL RESOURCES

REFERENCES

How to debate: <https://www.sfu.ca/cmns/130d1/HOWTODEBATE.htm>

10 Benefits of Debating in Classrooms: Importance of Debate in Education: <https://howdoihomeschool.com/classical-homeschooling/benefits-debating-education-importance/>

Starting a Debate Club: <https://sites.google.com/site/manitobadebate/2-getting-started/starting-a-debate-club>

Conducting a debate: https://www.edu.gov.mb.ca/k12/cur/socstud/frame_found_sr2/tns/tn-13.pdf

IMAGE



<https://www.pexels.com/photo/man-people-woman-desk-6949416/>

INTRODUCTION

This action card will help you learn the importance of debating and how to implement in your negotiation skill improvement process. This card also includes some recommendations for you to use in order to start practice debating.

Active listening in Negotiation

DESCRIPTION OF THE ACTIVITY

One skill to cultivate that will have a positive impact on your future negotiation style is active listening. Skilled active listening can shift tensions and boost progress in an otherwise deadlock situation, being the most efficient tool in building positive relationships and reaching successful agreements.

Active listening isn't simply paying attention to what someone is saying, nor is it adding an "uh-huh" into the conversation every now and again. Active listening requires an active mind; it requires a degree of empathy to help you fully understand what the other person is trying to say.

Active listening is invaluable in ensuring successful negotiations. In fact, active listening is just as important—if not more so—than talking, as successful negotiations are based on a give-and-take of information. An exchange requires action from both sides of the table, not simply by the person offering up the information. In this way, active listening plays a key role in ensuring all information is exchanged and absorbed successfully. An effective active listening also proves to the other person that you are putting your agenda aside and taking the time to consider the situation from their perspective. The more information you have, the more power you hold, and the more likely you will be able to reach your desired goal.

But how can you improve your active listening skills within a negotiation process?

Below are a few tricks to help you renovate your active listening skills and become a successful negotiator:

- **Asking questions:** To be empathetic, negotiators need to accurately understand the message the other side is conveying. By asking questions, you're showing you're interested in what is being said, and are willing to explore all sides of an argument. Formulating questions with structures such as "Please can you explain what you meant by..." further indicates that you're paying attention and attempting to understand the other person's point of view.
- **Paraphrasing:** As a highly effective tool in negotiations, paraphrasing sums up what the other person has said, and it's the best way to show you've understood what they're saying. When using sentences like "as I understand it, your plan is...", you highlight your willingness to understand the other side of the argument.



- **Providing feedback:** Feedback shows you've taken into account what the other person has been saying, demonstrating that you haven't simply disregarded their opinions; you are willing to discuss their points further.
- **Acknowledgement:** Similar to feedback, acknowledgement is a great way to identify the concerns of the other side to work together towards joint problem-solving.

You can practice these during a role play activity.

After the end of the activity, you can ask your role play partner if they felt that you actively listened to their arguments. Then you can ask them specifically for each of the above elements.

The next time you negotiate or debate pay attention to these and make sure that you are actively listening to the others.

TYPE OF THE ACTIVITY

Complex activity that requires the completion of another activity

CONNECTED ACTIVITIES

Research and practice

TOOLS & RESOURCES NEEDED

.

TIME REQUIRED

30-40 min

Number of learners

2

RELEVANT SECTORS

Include one or more sectors to which this skill is relevant. Please choose from the sectors below:

- **Aesthetics**
- **Agriculture**
- **Arts**
- **Culinary arts**
- **Economics**
- **Education**



- Engineering
- Informatics
- Law
- Management
- Medical and Health Care (including veterinary)
- Military
- Natural sciences
- Office Administration
- Public administration
- Social sciences
- Sports
- Tourism

ADDITIONAL RESOURCES

Tips on how to become an active listener:

<https://www.mindtools.com/CommSkill/ActiveListening.htm>

Video on how to listen better: https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better

REFERENCES

Active listening: the key to successful negotiations : <https://drivinginnovation.ie.edu/active-listening-the-key-to-successful-negotiations/>

Negotiation Skills for Win-Win Negotiations : <https://www.pon.harvard.edu/daily/negotiation-skills-daily/listening-skills-for-maximum-success/#:~:text=One%20skill%20to%20cultivate%20that,need%20to%20build%20creative%20deals.>

IMAGE

<https://unsplash.com/photos/lp1AKIUV3yo>

INTRODUCTION

This action card will help you learn how important is active listening within a negotiation process. This card also includes some tricks for you to practice your active listening skills.



DESCRIPTION OF THE ACTIVITY

As we know, negotiation is a method used by people to settle differences. It's a process by which compromise, or agreement is reached while avoiding quarrels and disputes. Sometimes, however, quarrels and disputes cannot be avoided, creating difficult situations we have to put up with. How to deal with these situations, within a negotiation context?

A very efficient way to manage difficult situations is learning how to be more **assertive**. Being assertive is not just about expressing your rights; it's also about increasing the efficiency of your communication with others. This will help you, especially if you have to deal with people with aggressive or passive behavior.

There are a number of ways you can express yourself to achieve this aim. All you need to do is learning how to improve your way of communicating with others in a more assertive way, for example by structuring differently what you want to say. Look at the image below.



Other examples on how to be more assertive include saying:

- "I don't agree" rather than "You are wrong" or
- "I am treated unfairly" rather than "You are so unfair".

In order to formulate your sentences in a more assertive way, you could also try and start your sentences using the following:

- "I don't want you to..."
- "I liked it when you said..."
- "I liked it when you did..."
- "When you do...I feel..."
- "I have a different opinion. I think that..."
- "Let's agree to disagree on this and move on."
- "When you do...I feel...because..."
- "I have decided not to..."

Here is a short list on how to become more assertive:

- pay constant attention to your needs, wishes and desires. Be gentle and attentive towards yourself.



- Face your fears and practice being assertive with moderate self-exposure. At every opportunity practice assertiveness by being in the learning zone.
- Learn to manage your fear, doubt, shame and guilt. Acknowledge them, make room for them and use them as a trigger for self-reflection.
- Work on your body language.
- Start doing any type of exercise or sport immediately.
- Develop your social and communication skills.
- Walk proudly around the world with the abundance mindset and stay flexible how your needs can be met.
- Sublime your needs – use humor or other mature defense mechanisms.

By developing healthy assertiveness, you'll feel more confident, your relationships will improve, negative feelings will go away and you'll feel much better and happier in general

Now that you have a clear vision of what assertiveness is, here's some exercise that you can do to practice. Just remember, when you're practicing assertiveness, you have to start small.

As an experiment, do a small assertive action that's currently not something you would naturally do, using self-exposure. Some examples of assertiveness through self-exposure can be:

1. Join a meetup and introduce yourself to a few people;
2. Ask the person you like out;
3. Don't run away from conflict, but try to manage it;
4. Smile the next time somebody cuts you off;
5. Say "no" to something you don't like;
6. If you dislike someone, find something you like about that person and compliment it.

TYPE OF THE ACTIVITY

Simple activity that can be implemented immediately without requiring the completion of another activity.

CONNECTED ACTIVITIES

.

TOOLS & RESOURCES NEEDED

.

TIME REQUIRED

50-60 min



Number of learners

2-6

RELEVANT SECTORS

Include one or more sectors to which this skill is relevant. Please choose from the sectors below:

- Aesthetics
- Agriculture
- Arts
- Culinary arts
- Economics
- Education
- Engineering
- Informatics
- Law
- Management
- Medical and Health Care (including veterinary)
- Military
- Natural sciences
- Office Administration
- Public administration
- Social sciences
- Sports
- Tourism

ADDITIONAL RESOURCES

REFERENCES

Formulate Your Sentences Using Effective Assertiveness Skills
<https://www.skillsconverged.com/FreeTrainingMaterials/tabid/258/articleType/ArticleView/articleId/835/categoryId/119/Formulate-Your-Sentences-Using-Effective-Assertiveness-Skills.aspx>

11 Ways to Be More Assertive: <https://www.healthline.com/health/how-to-be-more-assertive>

IMAGE



<https://unsplash.com/photos/V5vqWC9gyEU>

INTRODUCTION

This action card will help you learn how important assertiveness within a negotiation context or in life in general. This card also includes some tricks and exercise for you to practice your assertiveness.

1.1.1. ASSESSEMENT QUESTIONS

ASSESSMENT

1. Which of the below is one of the stages of a successful negotiation?
 - a. **Brainstorming**
 - b. **SWOT analysis**
 - c. **Clarification of goals**
 - d. **All the above**

2. You do not have to prepare before a negotiation.
 - a. **True**
 - b. **False**

3. How can one become more assertive?
 - a. **Lean to manage your fear, doubt, shame, and guilt.**
 - b. **Work on your body language.**
 - c. **Develop your social and communication skills.**
 - d. **All the above**

4. You need to be member of an official organisation to start a debating team
 - c. **True**
 - d. **False**

5. Which of the below phrases you can use to communicate in a more assertive way?
 - a. **'You don't care about me'**
 - b. **'I don't agree'**
 - c. **'You are wrong'**

6. Providing feedback can show that you are an active listener
 - a. **True**
 - b. **False**

