

## Assertiveness at Work

Assertiveness is the quality of being self-assured and confident without being aggressive to defend a right point of view or relevant statement.

~Wikipedia

Being assertive in the workplace is a balance of effective communication and social skill. Assertiveness requires listening intently, considering the views and feelings of others and remaining flexible. It involves bravery to speak up. Assertive people are open to constructive criticism as well as praise. They often have integrity, displaying clear personal and professional boundaries. Above all, assertive people focus on the shared outcome rather than being right or getting their way.

Ways to increase your assertiveness:

- Identify your boundaries so you can communicate them clearly.
- Use "I" statements instead of questions.
- Understand and accept differences.
- Speak up and share your thoughts.
- Encourage others to speak up and share their thoughts.
- List obstacles you've overcome to increase your confidence.
- Take accountability for your own mistakes.
- Write a letter or list to organize your thoughts before a meeting.
- Build conflict resolution skills.
- Soft Skills Courses found on the NuVantage Wellness Portal support building assertiveness and developing positive workplace communication.

*You are not being mean when you say NO to unreasonable demands or when you express your ideas, feelings, and opinions, even if they differ from those of others.*

~Beverly Engel, author of The Nice Girl Syndrome

The right help, at the right time.  
NuVantage is here for you.

Free and confidential.  
After-hours crisis counseling is available.

**800.577.4727**

NuVantage.org | NuVantage@lssmn.org



Lutheran  
Social Service  
of Minnesota

Provides NuVantage  
Resource as a service

# Financial Support for Caregivers

NuVantage offers personal money coaches to support your family as they age. Money coaches support you through family money conversations and help you and your elders prioritize goals. Coaches' expertise in Social Security, health care coverage and long-term care plans will guide you through each decision. A coach will partner with you to find potential tax breaks and guide you when it is time to get legal advice.

With money coach support, you can focus precious time on the relationship with your elder. Access [NuVantage.org](https://www.nuvantage.org) > Member Intake to schedule your first coaching session.

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*How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving, and tolerant of the weak and strong. Because someday in life you will have been all of these.*

~ George Washington Carver, agricultural scientist, and inventor



## Upcoming Wellness Portal Webinars

**12:30–1:30 p.m. CST on the second Wednesday of each month.**

**Registration access** is located on the right side of the Wellness Portal main webpage.

**Archived webinar recordings** are available at the bottom of the home page.

**March 3** – Eating Right for Life

**April 10** – Working & Living with Someone with Neurodiverse Challenges

**May 8** – Handling a Family Crisis

**June 12** – The Power of Listening

NuVantage can help.

**800.577.4727**

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