



SUCCESS: MODULE 6

# ASSERTIVENESS

## MANAGING CONVERSATIONS

Please take concrete notes of what you will do regarding the four ways how to communicate to overcome resistance.

Create a win-win situation

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Ask for support

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Express loving respect

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Ask for collaboration

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## A QUICK ANALYSIS

1. What disturbs or annoys you about his/her gestures, his/her facial expressions?
2. What in his/her speech makes you realize that he/she does not mean well to you?
3. What is the most difficult point for you in the conflict with him/her?
4. What do you think this person thinks about you?
5. What do you think about him/her?
6. What do you think this person wants or could really want?
7. Who does this person resemble and in what way exactly?
8. What is your main feeling towards him/her?
9. What could be the worst thing that he can do to you?

## **SIMILARITIES & FINDINGS**

What similarities did you find with your difficult person during the introspection?

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How did it feel to transform resistance into connection?  
Spontaneously write all your findings and feelings down:

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