C y b e r B r e a k

August 25, 2006

Coming up next week:

Monday, August 28th thru Friday August 1st

SBA CLUB WEEK – Westmoreland Promenade, 12:30 PM – 2 PM

IS YOUR INFORMATION UP TO DATE??

If you have moved or changed your phone number recently, please be sure your information has been updated!! The Emergency Operations plan is being updated so your current address and home/cell phone numbers are needed. To update your information, stop by Administrative Services and complete a Change in Status form.

RESPONSIBLE ASSERTIVENESS

Below are eight tips for responsible assertiveness as suggested by Michelle Poley, staff workshop instructor for "Image and Communication Skills:"

- **Do your homework.**
  Never try to be properly assertive on the spur of the moment because emotions are usually running high. Spend some time going over your words and action beforehand. Make sure your words and body language are in sync.
- **Start with the evidence procedure.**
  When you decide to get assertive, use objective criteria, provide evidence anyone can see that will prove your point. State those items first, so the person does not feel like they are getting attacked. When you point out the obvious, there is little room to argue.
- **Describe, in objective ways, what you want.**
  Most assertiveness is an attempt to change the receiver's thoughts, actions, attitudes or feelings. Because you want to encourage a change, you must have clear and specific instructions for your expectations.
- **Ask for the receiver's feedback.**
  Listening is the first effective step when negotiating. Be sure you consider the feedback and don't react immediately, stay objective.
- **Negotiate, if necessary.**
  Always have more than one solution prepared. If one suggested change doesn't work or is not completely attainable, be prepared with other options. By compromising, the other person will feel they also have control of the outcome.
- **Maintain goodwill with the other person, apart from your current exchange.**
  You need to treat people with respect and courtesy even if your current communication exchange does not work out perfectly. You should be known as a fair, trustworthy and respectable communicator.

RSVP TODAY FOR THE NEXT STAFF PROFESSIONAL DEVELOPMENT WORKSHOP!

Managing Multiple Projects, Objectives & Deadlines

September 8, 2006

9 AM – 12:30 PM *OR* 1 PM – 4:30 PM

To RSVP email Marcie Canal at mcanal@swlaw.edu no later than 9/6/06.

Feedback: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.