

# 7 Keys to Healthy, Assertive Conversations in Your Personal and Professional Life

With Robyn Henderson

Don't sweat the  
small stuff. It's  
all small stuff.





# Avoid Policy Creep & Jargon



Clarify  
fact,  
opinion  
or guess



**Stop catastrophising over  
opinions, clarify the facts.**

Remember check if is it a fact, an opinion or a guess.

**Develop Deep Listening**  
**Listen to learn,**  
**not wait to respond.**



**SPEAK**

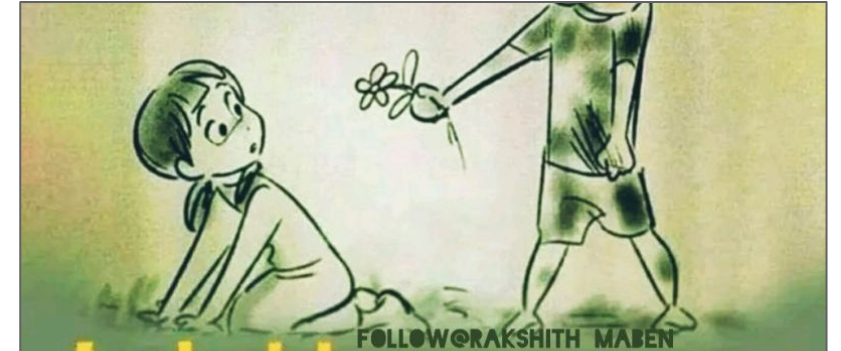
*less*

**LISTEN**

*more*

# I'm Sorry.....

○ Be prepared to admit when you are wrong.



**Apologizing** does not always mean  
you're wrong and  
the other person is right.  
It just means you **value**  
**your relationship** more than  
your ego.



SORRY







# The Power of Pausing

○ When confronted, pause, take a deep breath and consider your response.

**When confronted with anger  
and aggression, soften your  
stance and your voice volume**

If I may, this is not appropriate John – Remember you speak softly.....



C<sub>3</sub> H<sub>4</sub> O<sub>1</sub> O<sub>1</sub> S<sub>1</sub> E<sub>1</sub>  
Y<sub>4</sub> O<sub>1</sub> U<sub>1</sub> R<sub>1</sub>  
B<sub>3</sub> A<sub>1</sub> T<sub>1</sub> T<sub>1</sub> L<sub>1</sub> E<sub>1</sub> S<sub>1</sub>

# Use Magic Words Often

- May I ask.....?
- Would.....?
- Could.....?
- Might.....?

## MAGIC WORDS

So ..... WOW! I SUSPECT  
MIGHT  
WHAT

So ..... JOHN ..... HOW  
IF

MAY I ASK ..... GIVEN  
COULD

ROBYN ..... MAY I  
MIGHT WE

— THAT BEING  
THE CASE, ....  
— COULD YOU SAY  
THAT AGAIN PLEASE



KINDNESS

matters



Avoid using words -  
they, them, it

Instead use:

○ Our....

○ We.....

○ Us..

## STATE OF OTHERS.

- \* APPROACH ⇒ ENTHUSIASM
- \* BE PRESENT + AWARE
- \* TAKE DEEP DELIBERATE
- \* DECIDE BREATHS STATE
- \* ASK W/HOW QUESTIONS
- \* APPROACH WITH CURIOSITY
- \* CHANGE LOCATION
- \* LISTEN 2 UNDERSTAND
- \* CLEAR INTENT + PURPOSE
- \* CONGRUENTLY SHOW UP.





Gratitude  
changes  
everything





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small stuff. It's  
all small stuff.





Thank You  
Mamama  
Terma Kasih  
Niringrazzjak  
Merci  
Vinak  
Mochchakkeram  
Welalin  
Salamat  
Kiitos  
Dank Je  
Ua Tsaug Rau Koj  
Raibh Maith Agat  
Obrigado  
Multumesc  
Merci  
Terma Kasih  
Raibh Maith Agat  
Raibh Maith Agat  
Ua Tsaug Rau Koj  
Cam on ban  
Matondo  
Raibh Maith Agat  
Mochchakkeram  
Raibh Maith Agat  
Obrigado  
Merci  
Matondo  
Ua Tsaug Rau Koj  
Raibh Maith Agat  
Obrigado  
Merci  
Grazie  
Multumesc  
Mamama  
Niringrazzjak  
Kiitos  
Mochchakkeram  
Niringrazzjak  
Mochchakkeram  
Niringrazzjak

# Thank You

Maake  
Obrigado  
Dankon  
Merci  
Arigato  
Dankon  
Multumesc  
Obrigado  
Dankon  
Maake  
Obrigado  
Kiitos  
Matondo  
Niringrazzjak  
Raibh Maith Agat  
Kiitos  
Thank You  
Juspaxar  
Dankon  
Kiitos  
Ua Tsaug Rau Koj  
Matur Nuv  
Mochchakkeram  
Merci  
Chokrane  
Matondo  
Niringrazzjak  
Grazie  
Obrigado  
Kiitos  
Niringrazzjak  
Grazie  
Kiitos  
Obrigado  
Raibh Maith Agat  
Mochchakkeram  
Grazie

*(A hand holding a black pen is visible on the right side of the image, pointing towards the text.)*