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## 4 Week Assertiveness & Confidence Building Course

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### Week 3 Teleseminar Handouts

To discuss your progress on this course, go to <http://tinyurl.com/r3qamx>

#### Recap on Week 2

Anger, or any uncomfortable emotion, that we feel but don't express, can be safely expressed by remembering how to use the 1, 2, 3 formula:

1. I feel \_\_\_\_\_
2. When you \_\_\_\_\_
3. And I want \_\_\_\_\_

#### Week 3 – Learning How to Deal with Criticism

##### How do you react to criticism?

I feel

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I behave

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The one negative statement of criticism that has been with me for years is:

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##### What is criticism?

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1. Generalising

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2. Judgemental

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3. Putdowns

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**Criticism of these 3 types are**

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**What is a valid or constructive criticism?**

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**Why do people criticise?**

1.

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2.

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3.

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4.

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**How to understand criticism assertively?**

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### How to accept criticism assertively?

1.

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2.

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3.

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4.

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5.

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6.

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7.

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Let's work on a statement.

Invalid statement: "You are so irresponsible because you are always late and you're just pathetic!" (judgemental, generalising, putdown)

**What do you think the simple truth is in this statement? Write it here.**

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The mechanics:

1. Accept the valid criticism

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2. Reject the extremes of invalid criticism

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3. Establish Boundaries with the criticiser

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4. Assert yourself

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If your criticiser continues (unlikely) say:

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Tips:

1. Accept what's valid
2. Reject what's invalid
3. Don't get defensive
4. Don't counter attack

Remember to 'Fog':

A: You are so lazy!

B: Maybe I am, what do you mean?

A: You're always leaving your things around.

B: Maybe I am, can you be more specific?

A: You've left your plate on the floor again.

Accept the valid:

B: Yes, I have left my plate on the floor.

Reject the invalid:

B: But I'm not lazy. What makes you call me that?

A: It feel like you don't care what I do for you.

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B: Ok. I see you are upset and that you think I don't care.  
So I'll tidy my plate away in future.

### Now how do you GIVE Criticism?

Step 1:

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Step 2:

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Step 3:

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Step 4:

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Step 5:

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Step 6:

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Step 7:

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Remember the sandwich: positive, negative, positive

### In summary:

How you express your upset with someone is your responsibility. Others are generally not going out of their way to insult or hurt you. They are just working to a different programme to you. You are from different tribes with different values. Your challenge is to be able to translate each other's language effectively so that you can communicate meaningfully.

### Homework:

This is a really long and challenging lesson today with a lot of content. Please listen to the audio again during the next week. Keep a journal of your feelings and why you have them.

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If it was said to you once upon a time, do you still have to believe it?

Look at the one negative statement of criticism of you from page one of this worksheet. In light of this class, do you think it is still true? What did that statement say about the criticiser?

Use the rest of this sheet to make notes about your realisations. Be kind to yourself. No criticism can be eternally valid and condemn you for ever. Nothing is written in stone. We craft our own reality. And we do it better when we have insight and understanding. See you next week for your last class on Saying No!

To discuss your progress on this course,

go to <http://tinyurl.com/r3qamx>

And don't forget, you can email me on [jenny@theopenmindguide.com](mailto:jenny@theopenmindguide.com) if you need any help.