



# ESTABLISHING A NEW NORMAL FOR WORK



As things continue to rapidly change, finding a new normal for work will be an evolving process. An assertive language skill set is important to ensure everyone's needs are being met while maintaining respect and dignity for all.

Assertiveness is a key communication skill that provides clear information in a manner that upholds dignity and respect for all involved. It is important to remember that assertive is neither aggressive nor passive. Applying this skill set will allow you, and others to:

1. Communicate what information you are looking for.
2. Communicate your needs for clarity around processes and/or projects being asked of you.
3. Clearly communicate your boundaries.
4. Share how you are doing overall (physical, mental and emotional well-being are important factors when it comes to being a productive employee).

Below are some examples of assertive language to help you communicate effectively.

*"I read the company email relating to flexible work schedules. I am grateful they have considered our circumstances. Does this mean that I will be able to complete some work in the evening hours after my kids go to bed? How will that impact our team calls? I think I can be available for our team calls, but I wanted to clarify expectations."*

*"I think there may be some new opportunities for revenue given people's need for home office equipment in light of the situation. Are there opportunities for us to build our business in that way, or are we sticking to our standard customer base? If I can move forward with those ideas, who do I need to include and work alongside?"*

*"I want to make everyone aware that my children are nearby and I have done my best to occupy them for the duration of the call. If they should pop into our call, please have patience and know that I am doing my best."*

The most important thing about establishing a new normal is to remember that we are all in this together and nobody has gone through what we are all currently experiencing.

## Here are some things to keep in mind:

1. Everyone is doing their best to make the best of the situation as it challenges us and continuously evolves.
2. Gentleness, patience, kindness, and respect are of utmost importance.
3. When emotions and stress are heightened, people often grant themselves permission to be harder on others or on themselves. Make every effort to avoid this. It makes everything much harder and stresses already overloaded emotional states.