Assertiveness is one of the most important skills we can possess. The ability to communicate clearly and confidently, without appearing aggressive or being misunderstood, is a fine art, and can be hard to master. This invaluable guide, from voice and presentation expert Joanna Crosse, will help you learn the knack of expressing yourself directly and honestly and finding your own powerful personal voice. Joanna looks at the obstacles that can prevent us from speaking our truth, and explores topics such as bullying in the workplace, knowing when to say no, owning your feelings, and giving and receiving constructive feedback. – Back cover.

**The art of assertiveness:** a practical audio guide to improving your assertiveness skills by Joanna Crosse. Bath, England: AudioGO, 2012. 45 min. CD 158.2 CRO

“Assertiveness is one of the most important skills we can possess. The ability to communicate clearly and confidently, without appearing aggressive or being misunderstood, is a fine art, and can be hard to master. This invaluable guide, from voice and presentation expert Joanna Crosse, will help you learn the knack of expressing yourself directly and honestly and finding your own powerful personal voice. Joanna looks at the obstacles that can prevent us from speaking our truth, and explores topics such as bullying in the workplace, knowing when to say no, owning your feelings, and giving and receiving constructive feedback.” – Publisher website.

**Assertiveness: a practical guide** by David Bonham-Carter. London: Icon, 2013. 158.2 BON

“What is assertiveness, and what are the benefits? Filled with straightforward practical advice, Assertiveness: a practical guide will help you find out, allowing you to overcome passive behaviour and take ownership of your own thoughts and feelings without becoming aggressive.” – Publisher website.

**The assertiveness pocketbook** by Max Eggert. 2nd ed. Alresford, UK: Management Pocketbooks, 2011. 158.2 EGG

“Assertiveness is the ability to maintain the right balance between your own needs and other people’s needs. It empowers those who use it. In The assertiveness pocketbook author Max Eggert looks at the reasons for non-assertive behaviour and the differences between assertive, aggressive and passive behaviour. Packed full of good advice on how to overcome self-defeating beliefs, and deal with often-occurring problem situations. With activities to help develop assertiveness.” – Publisher website.

**The confidence pocketbook** by Peter English. Alresford, UK: Management Pocketbooks, 2014. 158.1 ENG

“Some books on the topic of confidence offer a ‘quick-fix’ approach which could be summarised as ‘believe in yourself’. This Pocketbook is different; it suggests that you need to arrive at a position of justified self-belief. In other words get good at something then believe in yourself. It contains tips and techniques to help you grow in confidence, grasp life’s challenges and fulfil your ambitions.” – Publisher website.

**Difficult personalities: a practical guide to managing the hurtful behaviour of others (and maybe your own)** by Helen McGrath & Hazel Edwards. Camberwell, Vic: Penguin, 2009. 158.2 MCG

“We all have people in our lives who frustrate, annoy or hurt us … And most of us hurt others occasionally, too. In Difficult personalities Dr Helen McGrath and Hazel Edwards take common situations and offer strategies to help, including: anger and conflict management; achieving empathy; optimism and assertion; [and] making decisions about difficult relationships.” – Back cover.

**How to be assertive in any situation** by Sue Hadfield. 2nd ed. Harlow, England: Pearson, 2014. 158.2 HAD

“Take control and lead the life you want to live. Do you say yes when you mean no? Do you avoid conflict and confrontation? Do you struggle to make decisions? What if you could confidently answer no to all of these questions? With How to be assertive in any situation you can: discover life-changing techniques to help you express your needs openly and calmly; set boundaries and deal with expectations, demands and criticism; make clear decisions without ever feeling anxious. Challenge your fears, grow self-confidence and steer your life in the direction you want to go.” – Publisher website.

**How to be confident and assertive at work** by Suzanne & Conrad Potts. London: Robinson, 2015 (originally published 2010). 158.2 POT

“This book gives you practical, straightforward advice and actual words to use when dealing with situations that the average person finds difficult to handle. Like a good friend, it will enable you to be valued for who you are, to ask what you are entitled to, and to say ‘no’ when you have the right to do so.” – Back cover.

**Red flags: how to spot frenemies, underminers, and toxic people in every part of your life** by Wendy L. Patrick. Collingwood, Vic: Nero, 2015. 158.2 PAT

The author “offers simple strategies for identifying and guarding yourself against deceptive or potentially damaging relationships … With Red flags, learn empowerment, exercise assertion, and cultivate the defences you need to protect yourself and others from being undermined, manipulated, or victimized.” – Back cover.
### Assertiveness

**The smart girl’s guide to getting what you want: how to be assertive with wit, style and grace** by Mary Hartley. London: Watkins, 2014. 158.2 HAR

"Packed with practical strategies & exercises, this book will show you how to be confident, assured and proactive – with style: What assertiveness is and why it matters; How to avoid aggression, passivity and manipulation; Tips for handling tricky situations including put-downs and dealing with bullies; Mastering assertive body language and communication." – Publisher website.

**Stop pushing me around: a workplace guide for the timid, shy, and less assertive** by Ilise Benun. Franklin Lakes, NJ: Career Press, 2006. 158.2 BEN

"There are skills and techniques you can learn which will allow you to come out of your shell and become a friendly, assertive person. Learn these simple strategies and you will get along better with colleagues, be seen as a team player, get the promotions you deserve or the clients you want, and, ultimately – and naturally – succeed in business." – Back cover.

Chapter 1, read by the author, and the complete text of Chapter 5 is available online at:  http://stoppushingmearound.blogspot.com.au/

**Taming toxic people** by David Gillespie. Sydney: Pan Macmillan Australia, 2017. 158.2 GIL

"Psychopaths are often thought of as killers and rapists, but actually five to ten per cent of people are probably psychopathic without ever indulging in a single criminal act. These everyday psychopaths may be charming in the early stages of relationships or employment but, Gillespie argues, their presence in your life is at best disruptive, and at worst highly dangerous: they will leave you feeling cheated and humiliated, dominating and manipulating you to the point where you question your sanity. Worse, he cautions, at a societal level their tendency to gravitate towards positions of power can be disastrous. Taming toxic people is a practical guide to restraining that difficult person in your life, be it your boss, your spouse or a parent." – Back cover.

**Tricky people: how to deal with horrible types before they ruin your life** by Andrew Fuller. Sydney: HarperCollins, 2013. 158.2 FUL

"Tricky people profiles the whole scary range of ‘difficult’ types: back-stabbers, white-anters, blamers, whingers, bullies, tyrants, controllers, charmers, know-it-alls, perfectionists, competitors and the seriously self-obsessed. It offers imaginative yet practical ways to deal with these dangerous and frustrating creatures and identify the slippery techniques they employ to get their way." – Back cover.


"In this fully updated and revised tenth edition, you’ll learn practical advice on dealing with difficult people, handling criticism, and expressing your feelings. You'll also discover how to use humor in conflict resolution, ways to clarify others’ intentions, and how to distinguish between encouraging and discouraging communication habits. This edition also includes a new introduction by coauthor Robert Alberti, in addition to research and information on the subjects of anger and interpersonal communication." – Publisher