



# **SOCIAL BEHAVIOUR**

**2010/11 EHF COURSE  
for DELEGATES**

European Handball Federation

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**SOCIAL BEHAVIOUR is something we can learn and continue to improve**

**We have to use various techniques of psychic relaxation, concentration and self-control (auto-regulation), develop self-awareness (auto-reflection) and social perception, and optimize our style of social interaction.**





**It is said that we remember only about  
ten percent of what we hear,  
half of what we see, and as so much as  
90 percent of what we do ourselves.**

**Therefore daily practice should be our main resource in  
our quest for perfection!**

**Or as Herbert SPENCER put it:  
The great goal in education is not knowledge  
but action.**



The term **ASSERTIVENESS** has frequently been used in this context.

Assertive action is usually defined as a healthy way of getting what one wants in a given situation while also respecting the rights of others.

The **aims** of assertive behaviour techniques are the development of an **atmosphere of cooperation**, frankness and straightforwardness in action, independence in decision-making, winning acceptance for one's own views (without resorting to manipulation).



**I would like to apply principles for  
some of my inspiration**

**How should we meet people?**

**+ Smile**

**+ Be a good listener, encourage others to talk  
about themselves**

**+ Seek to create in others a feeling of importance**

**„Every person I have known and will know in my life  
surpasses me in something. This is where I can learn.“**

**Ralph Waldo EMERSON**





## **How to discuss?**

**+ Be friendly**

**+ Avoid noisy disagreement**

**+ Guide the others towards positive reaction**

**+ Respect the views of others**

**+ If you are wrong, admit it**

**„Be wiser than others if you can but don't tell them.“**

**Lord CHESTERFIELD**



## **How to motivate?**

**+ Understand the needs of others**

**+ Don't give commands, ask**

**+ Turn your own wish into a request to others**

**+ Appeal to noble motives**

**„I consider my ability to arouse enthusiasm in people  
the greatest wealth that I have“**

**Charles SCHWAB**



## **How to judge?**

**+ Start with praise**

**+ Allow the others to keep their dignity**

**+ Encourage, turn a mistake into something that can be easily corrected**

**+ Highlight even the smallest improvement**

**„One of the most fundamental characteristics of human nature is a strong need for being appreciated.“**

**William JAMES**