

How Assertive Are You...

INSTRUCTIONS:

First, write down numbers from 1 to 10 on a piece of paper.

Second, depending on your choice in each question, write a, b, or c after each number.

Third, after answering all of the questions refer to the **SCORE INTERPRETATION KEY** at the end to discover your results.

1. You are at McDonald's and order a chicken legend burger with mayonnaise, but they give you one with salsa. You would:

- a) Accept it since you sort of like salsa anyway.
- b) Angrily refuse the burger and insist on seeing the manager to complain about the poor service.
- c) Call the waiter and indicate you ordered your burger with mayonnaise.

2. You are a customer waiting in line to be served. Suddenly, someone steps in line ahead of you. You would:

- a) Let the person be ahead of you since he/she is already in line.
- b) Pull the person out of line and make him/her go to the back.
- c) Indicate to the person that you are in line and point out where it begins.

3. After walking out of a store where you purchased some items you discover you were short-changed. You would:

- a) Let it go since you are already out of the store and the store assistant looked busy.
- b) Go to the manager and indicate how you were cheated by the assistant, then demand the proper change.
- c) Return to the assistant and inform him/her of the error.

4. You are in the middle of watching a very interesting television programme when your partner comes in and asks you for a favour. You would:

- a) Do the favour as quickly as possible, and then return to the programme to finish watching it.
- b) Say "no," then finish watching your programme.
- c) Ask if it can wait until the programme is over and, if so, do it then.

5. A friend drops in to say hello, but stays too long, preventing you from finishing an important task. You would:

- a) Let the person stay, then try and squeeze your work in later
- b) Tell the person to stop bothering you and to get out.
- c) Explain your need to finish your work and request he/she visit another time.

6. You ask at the cinema for a small drink (£2), however, they give you a large by mistake and ask you for £4. You would:

- a) Drink it or share it with someone anyway
- b) Demand to see the manager and protest being ripped off.
- c) Indicate you only asked for a small drink and request you give them the original £2

7. You suspect someone of harbouring a grudge against you, but you don't know why. You would:

- a) Pretend you are unaware of his/her anger and ignore it, hoping it will correct itself.
- b) Get even with the person somehow so he/she will learn not to hold grudges against you.
- c) Ask the person if they are angry, then try to be understanding.

8. You have some plumbing work done on the house and get a written quote however, when you are billed it is for £30 higher than the estimate. You would:

- a) Pay the bill since it must have needed the extra work.
- b) Refuse to pay, and then complain to the head office and leave a bad review all over checkatrade.com slating the guy
- c) Indicate that you agreed only to the estimated amount, and then pay only that amount.

9. You invite a good friend to your house for a dinner party, but your friend never arrives and neither calls to cancel nor to apologise. You would:

- a) Ignore it, but manage not to show up the next time your friend invites you to a party.
- b) Call your friend names and complain about them to other friends.
- c) Call your friend to find out what happened.

10. You are in a meeting discussing a project at work that includes your boss. A work mate asks you a question about your work, but you don't know the answer. You would:

- a) Give your co-worker a false, but plausible answer so your boss will think you are on top of things.
- b) Do not answer, but attack your work mate by asking a question you know he/she could not answer.
- c) Indicate to your co-worker you are unsure just now, but offer to give him/her the information later.

SCORE INTERPRETATION KEY

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In general, there are three broad styles of interpersonal behaviour. These are:

a) Passive, b) Aggressive, and c) Assertive.

The "a" choices in the quiz are representative of the Passive style. Thus, the more "a" choices you made, the more passive you are. Six or more "a" choices suggest you are probably passive in your interpersonal behaviour.

The "b" choices in the quiz are representative of the Aggressive style. Thus, the more "b" choices you made, the more aggressive you are. Six or more "b" choices indicate you are most likely aggressive in your interpersonal behaviour.

The "c" choices in the quiz are representative of the Assertive style. Thus, the more "c" choices you made, the more assertive you are. Six or more "c" choices suggest you are probably assertive. Look at the "c" answers again. If you move your everyday behaviour closer to the "c" style of response, you will likely experience an increase in feelings of self-esteem and a decrease in feelings of stress.



The Assertiveness Angel of the North