

On a piece of paper, number from 1 to 10. Write your choice a, b or c after each number. Refer to the SCORE INTERPRETATION KEY at the bottom of this page after answering all of the questions.

1. You are in a restaurant and order a steak medium-rare, but it is served to you well done. You would:
 - a) Accept it since you sort of like it well done anyway.
 - b) Angrily refuse the steak and insist on seeing the manager to complain about the poor service.
 - c) Call the waiter and indicate you ordered your steak medium-rare, then turn it back.

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 shop where you purchased some items, you discover you were short changed. You would:
 - a) Let it go since you are already out of the shop and have no proof you were short changed.
 - b) Go to the manager and indicate how the clerk cheated you, then demand the proper change.
 - c) Return to the clerk and inform him/her of the error.

4. You are in the middle of watching a very interesting television program when your friend comes in and asks you for a favour. You would:
 - a) Do the favour as quickly as possible, and then return to the program to finish watching it.
 - b) Say "no", then finish watching your program.
 - c) Ask if it can wait until the program 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 work project. You would:
 - a) Let the person stay, then finish your work another time.
 - b) Tell the person to stop bothering you and to get out.
 - c) Explain you need to finish your work and request he/she visit another time.

6. You ask a petrol station attendant for five pounds worth of petrol. However he fills up your tank by mistake and asks for twelve pounds. You would:
 - a) Pay the twelve pounds since the petrol, is already in your tank and you will eventually need it anyway.
 - b) Demand to see the manager and protest being ripped off.
 - c) Indicate you only requested five pounds worth of petrol and give him only five pounds.

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, and then try to be understanding.

8. You bring your car to a garage for repairs and receive a written estimate. But later, when you pick up your car, you are billed for additional work and for an amount higher than the estimate. You would:
 - a) Pay the bill since the car must have needed the extra repairs anyway.
 - b) Refuse to pay, and then complain to the Trading Standards Authorities.
 - c) Indicate to the manager that you agreed only to the estimated amount 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 or to apologise. You would:
- a) Ignore it, but manage not to show up the next time your friend invites you to a party.
 - b) Never speak to this person again and end the friendship.
 - c) Call your friend to find out what happened.
10. You are in a group discussion at University, which includes your tutor. A colleague asks you a question about your work, but you don't know the answer. You would:
- a) Give a false, but plausible answer so your tutor will think you are on top of things.
 - b) Do not answer, but attack your colleague by asking a question you know he/she could not answer.
 - c) Indicate to your colleague you are unsure just now, but offer to give him/her the information later.

Score Interpretation Key

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

- a) Passive, b) Aggressive, c) Assertive

a) Passive

The passive style of interpersonal behaviour is characterised by inaction. People utilising this style tend to be easy to get along with and pleasant, but unwilling to stand up for their rights, for fear of offending others. They are very uncomfortable expressing anger and usually deny or suppress this feeling should it occur. As a result, resentment can easily build under the surface producing stress and tension. In time, these people learn to fear close relationships because they have no way to protect themselves from the petty annoyances and inadvertent intrusions that occur in most relationships.

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.

b) Aggressive

The aggressive style is characterised by intrusiveness. People who utilise this style tend to go after what they want, but are unconcerned about how this will affect others. Their angry, dominating manner tends to alienate people who, in time, may seek to oppose them. Aggressive individuals are usually suspicious of others and are often on the lookout for infractions or violations of their rights. Thus, the aggressive style produces stress and prohibits the development of close, trusting, and caring interpersonal relationships.

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 probably aggressive in your interpersonal behaviour.

c) Assertive

The assertive style is characterised by both fairness and strength. Assertive individuals are able to stand up for their rights, but remain sensitive to the rights of others. People who choose this style are usually relaxed and easygoing, but are honest about their feelings. This is the best style for minimising stress and maintaining long-standing intimate relationships.

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 indicate you are probably assertive in your interpersonal behaviour.

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.

Statement	What are they saying?	Response
<p>If I were you I would do the report and plan this evening, and then go out on Wednesday evening.</p> <p>Haven't you finished that report yet?</p> <p>Are you free on Wednesday morning?</p> <p>Students always say that.</p> <p>I'm sure someone else could find time to do this.</p> <p>We should co-operate more it would stop the arguments.</p> <p>That was the most stupid decision you have ever made.</p>		

Assertiveness

Assertiveness is a label given to preferred ways of behaving that should lead to better interpersonal relationships. "Thanks for nothing", I hear you say.

OK bear with me a moment. Try this for size:

Being assertive is about:

- Acting in your best interests whilst recognising the interests of others

- Standing up for yourself and not being overly anxious having taken that stance
- Expressing honest feelings comfortably
- Exercising personal rights without denying the rights of others

Now we have a foundation to build onto lets complete the building.

Acting in Your Own Best Interest

The ability to make lifestyle decisions, about career, relationships, and how you spend your time.

Taking initiatives such as in conversations or in organising activities. Trusting your own judgement, setting goals and working to achieve them, asking help from others, and to participate socially.

Standing up for yourself

Includes such behaviours as saying “no,” setting limits on time and energy, responding to criticism or put-downs or anger, expressing or supporting or defending an opinion.

Expressing Honest Feeling Comfortably

Means the ability to disagree, to show anger, to show affection or friendship, to admit fear or anxiety, to express agreement or support, to be spontaneous – all without painful anxiety.

To Exercise Personal Rights

Relates to competency (as a citizen, as a consumer, as a member of an organisation or school or work group, as a participant in public events) to express opinions, to work for change, to respond to violations of one’s rights or those of others.

To not deny the rights of others is to accomplish the above personal expressions without unfair criticism of others, without hurtful behaviour toward others, without name-calling, without intimidation, without manipulation, with controlling others.

Thus, assertive behaviour is a positive self-affirmation, which also values the other people in your life.

It contributes both to your personal life satisfaction and to the quality of your relationship

If you think you are non-assertive or aggressive in every area of your life, chances are you are overlooking assertive responses.

The “to-do” list of becoming assertive

To be in tune with being assertive, you need to have:

A desire to change your behaviour

A willingness to:

- Take risks, (first in low-threat situations to build confidence and then, in more scary situations)
- Value yourself (and yes I heard you say other people as well)
- Accept that there is no such thing as a perfect response that will handle every situation
- Not to demand magic, gimmicks, or pat answers to complex situations
- Examine yourself, being open to new ways of thinking and handling situations
- Accept that you will not dramatically change overnight
- Set small, reasonable goals.
- Want to be liked by other people but not to be terribly upset when it doesn't happen
- Want fairness and to be treated fairly but to work on not allowing ourselves to be excessively upset when it doesn't occur
- Accept the fact that acquiring skills requires effort and practice, put forth some effort and to practice