



# How Assertive Am I?



## A Activity

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 bottom of this page.

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 clerk looked busy
- b) Go to the manager and indicate how you were cheated by the clerk, 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 parent/carer 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 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 movie theatre for a small drink (£2), however, they give you a large by mistake and ask you for £4. You would:

- a) Pay the £4 since the drink is already poured and you will probably 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



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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 take your games console to a shop for repairs and receive a written estimate. But later, when you pick it up, you are billed for additional work and for an amount higher than the estimate. You would:

- a) Pay the bill since it must have needed the extra repairs anyway.
- b) Refuse to pay, and then complain to the head office or the Better Business Bureau.
- c) Indicate to the manager 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 apologize. 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 group discussion about a project at school that includes your teacher. 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 teacher 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

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.



# How Assertive Am I?



To work on being less passive and more assertive:	Even naturally assertive people can build and expand their skills.	To work on being less aggressive and more assertive:
<p>Pay attention to what you think, feel, want, and prefer. You need to be aware of these things before you can communicate them to others.</p> <p>Notice if you say "I don't know," "I don't care," or "it doesn't matter" when someone asks what you want. Practice saying what you'd prefer, especially on things that hardly matter. For example, if someone asks, "Would you like green or red?" you can say, "I'd prefer the green one – thanks."</p> <p>Practice asking for things. "Can you save me a seat?" This builds your skills and confidence for when you need to ask for something more important.</p> <p>Give your opinion. Say whether or not you liked a movie you saw and why.</p> <p>Practice using "I" sentences such as: "I'd like..." "I prefer..." or "I feel..."</p> <p>Find a role model who's good at being assertive – not too passive and not too aggressive. See if you can imitate that person's best qualities.</p> <p>Remind yourself that your ideas and opinions are as important as everyone else's. Knowing this helps you be assertive. Assertiveness starts with an inner attitude of valuing yourself as much as you value others.</p>	<p>Find role models who are good at being assertive – not too passive and not too aggressive. See if you can imitate their best qualities. (You'll notice this is the same tip we give for helping with a style that's too passive or too aggressive. That's because we never stop learning!)</p> <p>Notice where you're best at being assertive. People behave differently in different situations. Many people find that it's easy to be assertive in certain situations (like with friends) but more challenging in others (like with teachers or when meeting new people). In tougher situations, try thinking, "What would I say to my close friends?"</p> <p><u>When you speak assertively, it shows you believe in yourself. Building assertiveness is one step to becoming your best self, the person you want to be!</u></p>	<p>Try letting others speak first.</p> <p>Notice if you interrupt. Catch yourself, and say: "Oh, sorry – go ahead!" and let the other person finish.</p> <p>Ask someone else's opinion, then listen to the answer.</p> <p>When you disagree, try to say so without putting down the other person's point of view. For example, instead of saying: "That's a stupid idea," try: "I don't really like that idea." Or instead of saying: "He's such a jerk," try: "I think he's insensitive."</p> <p>Find a role model who's good at being assertive – not too passive and not too aggressive. See if you can imitate that person's best qualities.</p>