Assertiveness Questionnaire

1. You are working on a report and you’ve spent a lot of time on the format. Your manager tells you that they would prefer it in a completely different style and format, but you think it won’t work. Do you:

1. Flatly refuse to change it
2. Drop hints that you think they’re wrong in the hope that they’ll pick up on it
3. Go along with your manager – anything for peace!
4. Say that you want to stick with the formatting as it is, and why

2. You’ve asked a colleague to send you some information for a report you’re writing. The report is due tomorrow, and you’ve just realised they’ve sent you the wrong information. Do you:

1. Thank them for sending you the information, and then do the research yourself
2. Point out the mistake and the looming deadline, and ask them to provide the right information as soon as possible
3. Thank them for sending you the information, but then hint at what you actually needed in the hope that they’ll realise their mistake
4. Point out that they’ve failed to provide the right information, and demand they get you the information by close of play that day

3. A member of another team has repeatedly promised to give you the details of a local user-led charity that you think would be really helpful for someone you’re working with, but they keep forgetting to do it. Do you:

1. Explain the effect on project and ask again giving a clear deadline
2. Drop hints at regular intervals
3. Let it go
4. Show your frustration and threaten to go above their head if they don’t comply immediately

4. In a meeting a colleague asks a question that seems sexist to you, do you:

1. Give a sarcastic answer
2. Point out how rude it is to ask such questions and refuse to answer it
3. Answer as best you can
4. Express some concern about the question and clarify what they meant

5. You’ve booked a meeting room for a confidential conversation. While waiting for the person you’re meeting with, you go to get a drink and someone takes the room. Do you:

1. Remove your belongings but make a big show of it to make it clear that you’re unhappy about it
2. Explain that you’ve booked the room and ask them to find another space
3. Show them the room booking confirmation and tell them they should check to see if a room’s booked before using it
4. Say nothing and find another room

6. When someone criticises your work do you:

1. Blush and say nothing
2. Ask questions to establish the issues and then reflect on whether they are fair criticisms
3. Say something like ‘well I worked really hard on that’
4. Tell him/her its none of their business

7. You are asked to work late for the third time this week. You have already made plans to see a friend. Do you:

1. Make up an excuse that you think sounds more important than your actual plans
2. Explain that you have plans that evening so you can’t stay
3. Cancel your plans and stay
4. Complain that it’s the third time this week and say a definite “NO”

8. You’re in a meeting and there’s a discussion about an individual you’ve been working very closely with, but no one asks your opinion. Do you:

1. Interrupt and talk loudly until someone pays attention
2. Keep quiet and complain about it to a colleague afterwards
3. Keep quiet
4. Find an opportunity to emphasise your experience in this area and give your perspective

9. When you keep quiet in a difficult situation, it is because:

1. You know the silence will let people know you’re unhappy
2. You have nothing to say
3. You are too upset or nervous to speak
4. You’re sulking

10. When you feel angry or upset, do you:

1. Let people know in a roundabout way
2. Keep quiet
3. Try to say how you feel, and be specific
4. Explode!

Results

Circle your response to each question, then add up the circles in each column:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Column 1 | Column 2 | Column 3 | Column 4 |
| 1 | b) | c) | d) | a) |
| 2 | c) | a) | b) | d) |
| 3 | b) | c) | a) | d) |
| 4 | a) | c) | d) | b) |
| 5 | a) | d) | b) | c) |
| 6 | c) | a) | b) | d) |
| 7 | a) | c) | b) | d) |
| 8 | b) | c) | d) | a) |
| 9 | a) | c) | b) | d) |
| 10 | a) | b) | c) | d) |
| TOTAL |  |  |  |  |