

Think about your behaviour at work and circle the score which best typifies you, where:

4 = Always

3 = Often

2 = Seldom

1 = Never

Be honest! There are no right or wrong answers.

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|--|---|---|---|---|
| 1. When I am not happy about a situation, I drop hints to other people about my feelings | 4 | 3 | 2 | 1 |
| 2. If I realise the person to whom I am talking is not listening, I dry up | 4 | 3 | 2 | 1 |
| 3. When I am not sure how to undertake a task, I feel easy asking for assistance | 4 | 3 | 2 | 1 |
| 4. When someone does not agree with what I am saying, I raise my voice to make my point | 4 | 3 | 2 | 1 |
| 5. I feel embarrassed when someone compliments me | 4 | 3 | 2 | 1 |
| 6. I let my boss know when I disagree with him or her | 4 | 3 | 2 | 1 |
| 7. I like to be in control of a situation | 4 | 3 | 2 | 1 |
| 8. When someone takes advantage of me, I find a way of evening the score | 4 | 3 | 2 | 1 |
| 9. When I disagree with someone I give them the silent treatment | 4 | 3 | 2 | 1 |

10. I feel guilty when I have to ask others for help	4	3	2	1
11. I express my opinion to others in an honest and direct way when it is appropriate to do so	4	3	2	1
12. I vocalise my frustration loudly and strongly when I don't get my way	4	3	2	1
13. If I don't agree with a task that I have been given, I find a way of dragging my feet over it	4	3	2	1
14. I prefer to comply with the majority decision, Even if it is not convenient for me.	4	3	2	1

Now score how strongly you agree with the following statements, where:

1. = Agree Strongly

2. = Agree Somewhat

3. = Disagree Somewhat

4. = Disagree Strongly

15. I am confident in expressing my position/claim	4	3	2	1	
16. I don't like telling people my honest opinion if I think it will hurt their feelings	4	3	2	1	
17. I believe it is important not to 'rock the boat'	4	3	2	1	
18. I am not afraid of what others think of me		4	3	2	1
19. My anger tends to be explosive	4	3	2	1	

20. I don't mind offending people if it means I get my message across 4 3 2 1

HOW TO SCORE

Now enter the score that you have given to each statement in the appropriate box below.

Then total each of the columns downwards.

1	2	3	4
8	5	6	7
9	10	11	12
13	14	15	19
16	17	18	20
<i>Total:</i>	<i>Total:</i>	<i>Total:</i>	<i>Total:</i>

2nd Generation
Passive Aggressive

Flight
Passive

3rd Gen
Assertive

Fight
Aggressive

Look at the column where your score is the highest. This is the behaviour that is typical of you most of the time.

Then look at your second highest score. This is your back-up style; the behaviour you adopt when you are under pressure or are stressed.

If your first and second highest scores are similar, this indicates that you can adopt either style, dependent upon the situation. You may even have three or four scores that are similar – this would indicate that you have learnt to use several behavioural styles according to your situation.