

ASSERTIVENESS RECOGNITION EXERCISE

Look at the responses to the following 20 situations. Identify whether they are assertive, passive or aggressive responses. Please be prepared to say why you have chosen the answer you have.

Situation	Response	Your answer
1. The date is being set for the next team meeting. You are keen to attend but you will be on holiday on the proposed date accepted by everyone else. When your boss says "Is that OK for everyone then?" you say...	"Well, all right, as it seems to be convenient to everyone else"	
2. A colleague asks you for a lift home. It's inconvenient as you are late already and will take you out of your way. You say...	"I'm about 20 minutes late so I won't be able to take you home. If it helps I could drop you off at the nearest bus stop."	
3. You are having trouble getting started on a report. You can't see a logical starting point. You say to a colleague...	"I'm pretty hopeless at writing reports. I can't really see how to even start it. I must be getting old!"	
4. Your boss asks you what went wrong when you were working on a project with another department. You say...	"It's not my fault! You never told me he hadn't done this type of work before."	
5. A colleague interrupts you just as you are about to make an important call. You say...	"I'd like to make this call then I'll be happy to help you."	
6. You are just about to go for lunch. A colleague asks you what time you will be back in the office. You say...	"When you see me walk in."	
7. Your boss hears you dealing with an awkward customer. Afterwards he praises the way you handled it. You say...	"It wasn't that good, I only really came in at the end."	
8. You sat in on a presentation made by one of your colleagues. You felt it was really successful. You say...	"I think that was a great presentation. I particularly liked the way you structured your material, it made it easy to understand"	
9. A colleague is going to see the manager of another department who is known as a "slippery" character. You know your colleague is a bit hesitant in their dealings with people. You say...	"You've got to stand up to him Pete. Tell him what's acceptable to us. You mustn't let him get away with airy-fairy nonsense like last time."	