

# Communication Style Survey

(adapted from "The Anxiety and Phobia Workbook", pg. 254-55, "What's Your Style?")

In every situation, think about whether your response is passive (do/say nothing), passive-aggressive (do or say something but indirectly), aggressive (do/say something that is harmful/excessive) or assertive (do/say something that is direct, calm and clear).

1. You are being kept on the phone by a salesperson who is selling something you are not interested in.
2. You are sitting in a movie and the people behind you are disturbing your movie experience.
3. The doctor keeps you waiting more than 20 minutes.
4. Your neighbor next door has the radio so loud it is waking up your kids.
5. You would like to return something to the store for a refund.
6. You are standing in line and someone steps in front of you.
7. A friend owes you money, money you now need.
8. You receive a bill that seems high given the service received.
9. You receive the wrong food or poorly cooked food at a restaurant.
10. You need a major favor from your spouse/partner.
11. You need a favor from a friend/relative.
12. You have a question, but are concerned that someone will think it's silly.
13. You have a housemate not doing their share of the work.
14. A friend asks a favor of you that you do not feel like doing.
15. You would like to talk to someone at an event, but don't know anyone.
16. You are out and someone starts smoking nearby.
17. You find your friend's behavior unacceptable.
18. You find your spouse/partner's behavior unacceptable.
19. You're talking about something important, but the listener seems to be distracted.
20. Your friend stands you up for a meeting.
21. Someone interrupts you while you are speaking.
22. Your phone rings and you don't feel like getting it.

If more than 5 are typically anything other than assertive, it would be good to work on your communication skills and learn to practice assertiveness.

