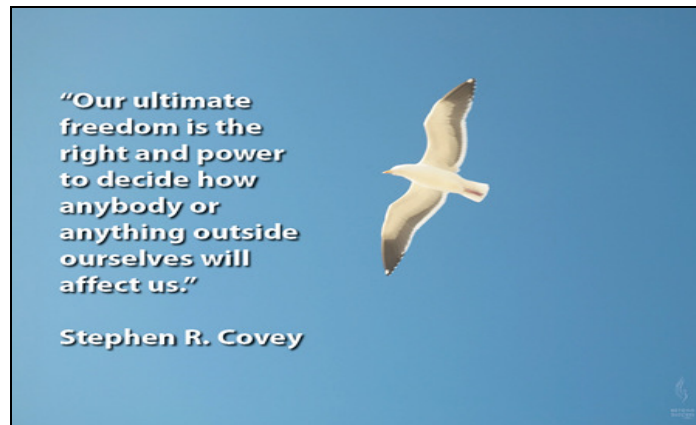


## Assertiveness – Your Level

Assertiveness is a vital tool in the modern workplace so that all managers and colleagues are communicating in an 'adult-adult' way and respect is a way of life.



### To establish your assertiveness:

For each item in the list below, decide whether this is like you Often, Sometimes, Rarely or Never, and tick the appropriate box.

	Often	Some-times	Rarely	Never
In a difficult meeting with tempers running high I can speak up confidently				
If I am unsure of something I can easily ask for help				
If someone is being unfair and aggressive I can handle the situation				
When someone is being sarcastic at my expense, I speak up without being angry				
If I am put down or patronised I raise the matter without being aggressive				
If I am being taken for granted I can draw attention to it without getting upset				
If someone asks for my permission, I can say no without feeling guilty				
If I'm asked my opinion about something I can give it even if it will not be popular				
I can deal easily and effectively with senior people				
When given faulty goods in a shop I can complain without getting personal				
When an important opportunity arises I speak up on my own behalf				
When I see things go wrong I can alert people without waiting until it's a disaster				
When I have bad news to give I can do it calmly and without worrying				

# Self-Checks

If I want something I ask for it in a direct and straightforward way				
When someone isn't listening I get my point across without getting stroppy				
When someone misunderstands me I can point it out without feeling guilty				
When I disagree with the majority view, I can state my case without apologising				
I take criticism well and view it as an opportunity to improve what I do				
I give compliments or feedback without flattering or being embarrassed				
When I get angry, I can express my point of view without being judgmental				
<b>Total the number of ticks you have made in each column</b>				
<b>Multiply your total numbers of ticks as shown and put the answer in the next row:</b>	<b>Total above x 4</b>	<b>Total above x 3</b>	<b>Total above x 2</b>	<b>Total above x 1</b>
<b>New totals</b>				
<b>Now add the four new totals</b>				

## Scoring:

**50-80** - You appear to be confident and assertive in your approach

**35-50** - Although you can be assertive you would benefit from working on this

**25-35** - You don't appear to be consistent in your assertive behaviour and should work to improve this

**20-25** - You need to do some considerable work to develop assertive behaviour

## Further development

Consider the following questions and note your thoughts. There are no right or wrong answers, this is to give you food for thought.

- How appropriate is your level of assertiveness for the role you are in?

- What effect do you think this may have on your dealings with your manager, colleagues or customers?
- How will it affect the way you are perceived by them?
- Do you need to do anything to change your level?
- In what way do you need to change?
- How will you do this?

**For related topics see Top Tips:**

- **Assertiveness**
- **Body Language**
- **Communication**
- **Influencing**