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| --- | --- |
| **Assertiveness Quiz**Total Points : 100Passing Score : 60%(60 points) |  |
| **No** | **Questions** | **Points** |
| 1 | **How do assertive people feel about receiving compliments?**

|  |  |  |
| --- | --- | --- |
| ( ) | They are comfortable with them and accept them with a smile |   |
| ( ) | They discount them to avoid insulting the other person |   |
| ( ) | They play them down for fear of appearing conceited |   |
| ( ) | They are suspicious that the other person has a hidden agenda |   |

 | 10 pts |
| 2 | **Assertiveness involves acting with integrity, honesty and directness. There is also another important aspect of assertiveness. Which one is it?**

|  |  |  |
| --- | --- | --- |
| ( ) | Respect for others |   |
| ( ) | Tactfulness |   |
| ( ) | Strength |   |
| ( ) | Authority |   |

 | 10 pts |
| 3 | **When an assertive person uses the technique known as 'negative assertion' what would they say to someone who accuses them of always making mistakes?**

|  |  |  |
| --- | --- | --- |
| ( ) | 'Yes, I do make mistakes occasionally' |   |
| ( ) | 'What specifically are you thinking of?' |   |
| ( ) | 'I think my record shows otherwise' |   |
| ( ) | 'I'm sure you cannot prove it' |   |

 | 10 pts |
| 4 | **Assertiveness requires you to match your body language with the words you use. Which of the following actions is that of an assertive person?**

|  |  |  |
| --- | --- | --- |
| ( ) | Maintains high eye contact |   |
| ( ) | Speaks quietly and sometimes quickly |   |
| ( ) | Often nods head in agreement |   |
| ( ) | Raises hands above elbow level |   |

 | 10 pts |
| 5 | **Self-defeating mind games (e.g. "I failed once therefore I will always fail") lead to non-assertive behaviour. The Assertiveness Pocketbook describes a number of such mind games. Among those listed below one is the action of an assertive person. Which one?**

|  |  |  |
| --- | --- | --- |
| ( ) | Mind reading |   |
| ( ) | Affirmation |   |
| ( ) | Generalisation |   |
| ( ) | Personalising |   |

 | 10 pts |
| 6 | **The following actions represent assertive behaviour, except for one. Which one is the exception?**

|  |  |  |
| --- | --- | --- |
| ( ) | Asking for what we want |   |
| ( ) | Telling the truth and not having to pretend |   |
| ( ) | Putting our personal needs before those of others |   |
| ( ) | Saying 'no' when we don't want to do something |   |

 | 10 pts |
| 7 | **As an assertive person how do you respond to criticism?**

|  |  |  |
| --- | --- | --- |
| ( ) | Immediately justify your behaviour |   |
| ( ) | Remain quiet and hide your hurt |   |
| ( ) | Ingratiate yourself with the other person |   |
| ( ) | Understand it is inevitable and work through it |   |

 | 10 pts |
| 8 | **When disagreeing with someone the assertive person doesn't get emotional, doesn't lose their integrity and doesn't lose their respect for the other person. The Assertiveness Pocketbook describes a five-step process for achieving this (there is a sixth optional step too). At what stage in the process do you strongly state your disagreement?**

|  |  |  |
| --- | --- | --- |
| ( ) | From the outset |   |
| ( ) | Early on |   |
| ( ) | Midway through |   |
| ( ) | At the end |   |

 | 10 pts |
| 9 | **Which of the following is the hallmark of an assertive person?**

|  |  |  |
| --- | --- | --- |
| ( ) | 'I' statements |   |
| ( ) | 'We' statements |   |
| ( ) | 'You' statements |   |
| ( ) | 'One' statements |   |

 | 10 pts |
| 10 | **All but one of the following ways in which to say 'no' characterise an assertive person. Which way is not assertive?**

|  |  |  |
| --- | --- | --- |
| ( ) | You just say 'no' without explanation |   |
| ( ) | You say 'no' without making clear your feelings |   |
| ( ) | You say 'no' and explain your reasons |   |
| ( ) | You say 'no' and thank the person when appropriate |   |

 | 10 pts |

**Answers**

(Figures in brackets refer to the page numbers in the Pocketbook from where the questions are drawn.)

1. They are comfortable with them and accept them with a smile (73)
2. Respect for others (6)
3. 'Yes, I do make mistakes occasionally' (92)
4. Maintains high eye contact (65)
5. Affirmation (23/39)
6. Putting our personal needs before those of others (16)
7. Understand it is inevitable and work through it (70)
8. At the end (76)
9. 'I' statements (82)
10. You say 'no' and explain your reasons (97)