

Assertive, Submissive, Aggressive Behaviour

Read each of the following statements and decide whether the response is assertive, submissive or aggressive

	Situation	You say ...	Assertive, Submissive, Aggressive?
1.	A colleague interrupts you when you are making a 'phone call	I'd like to finish this 'phone call, then I'll be with you	
2.	Someone in another department has volunteered your services without consulting with you	What a nerve! Why didn't you ask me first? There's no way I can help out. I'm up to my eyes as it is. You'll have to manage on your own	
3.	Your boss has sent a memo saying that there are no more business visits to be made without her prior agreement. You are unhappy with this	Jane, I'm unhappy with this new arrangement. The way I see it, it takes away my professional judgement. I'd like to discuss it with you	
4.	A colleague had agreed to come to an important meeting, then failed to turn up	Well, I suppose it didn't matter that you weren't there. We sort of managed without you	
5.	You want a new mobile 'phone. The salesperson is pushing you to buy a more expensive model than you had in mind	I guess it's more or less what I was looking for. I was really thinking of something cheaper, but perhaps this is OK	
6.	Your boss is about to leave the office for an important meeting. You need to ask if you can work from home tomorrow	I know you are in an awful rush and I'm terribly sorry to bother you with something so trivial but I'd like to ask you a really big favour ...	
7.	The date is being set for the next team meeting. You are keen to attend but the date clashes with another appointment	Well, all right. It seems convenient for everyone else	
8.	One of your colleagues has forgotten to pass an important message to you. You say to your boss, loudly:	This department is completely hopeless. They are not even able to take a simple message. What are you going to do about it?	
9	Your boss praises a report you have written	Thank you. I'm glad that you are pleased with it	
10.	Your partner asks if you are ready yet	Don't rush me. You can go on your own if you don't want to wait for me	

