

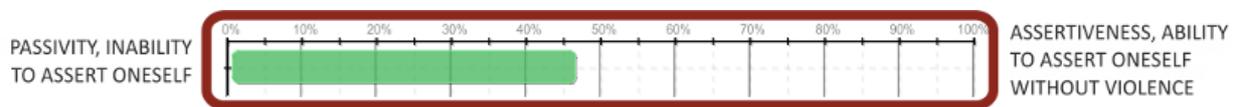
You now hold in your hands a report from Questionnaire of Communication Style – Assertiveness, which covers personality tendencies to solving both standard and difficult social communication situations, either in known or unknown environments. This questionnaire is related to four basic areas of communication and behaviour: adequate self-assertion (“I can assert myself”), the ability to stand by one’s decision or opinion and not let himself/herself be manipulated (“I stand by my own decisions and opinions”), the ability to give and receive feedback (“I can work with feedback”) and the ability to build and develop social relationships (“I develop my social relationships”)

CONTROL SCALES

DESIRE TO SUCCEED	answers are adequately open
TENDENCY TO ASSERT ONE'S INTEREST AT THE EXPENSE OF OTHERS	adequate tendency for assertiveness

A control scale “need for success” warns about the possible tendency to offer socially desirable answers; results can be less relevant in those cases.
Control scale “Tendency to assert one’s interest at the expense of others” draws attention to a potential risk of aggression instead of assertiveness. The scale is for reference only - the questionnaire does not monitor for level of aggression

OVERALL ASSERTIVENESS



Note: The scale expresses the total level of assertiveness as a weighted score against a reference group.

MAIN AREAS OF COMMUNICATION AND BEHAVIOUR

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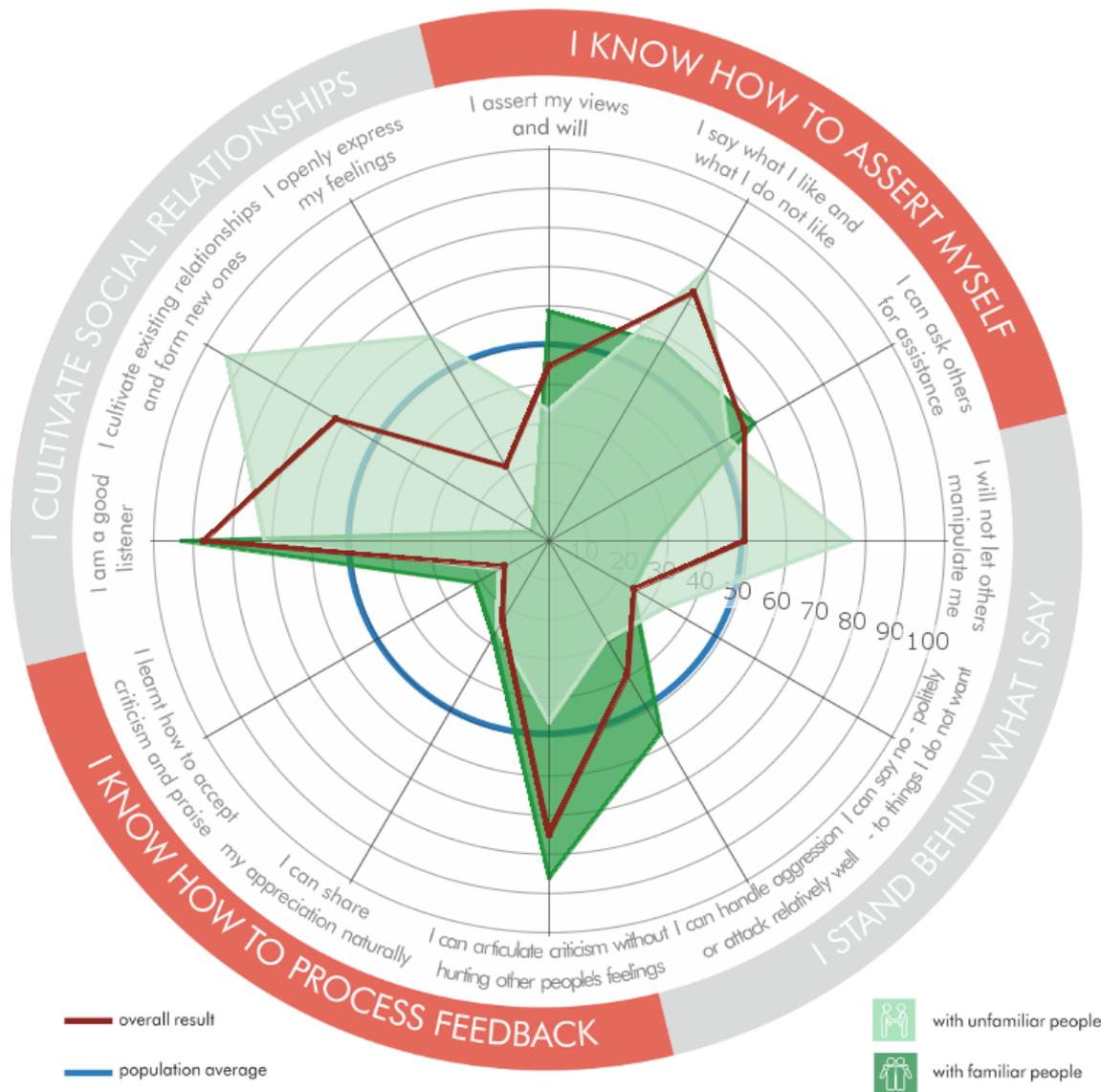
Note: The chart illustrates the level of assertiveness in all four areas. It is expressed as weighted scores against a reference group. Within each area, the chart represents the ability to behave assertively in relation to familiar and unfamiliar people. The exclamation marks draw attention to areas where assertiveness may be mistaken for aggression - asserting one's interests at the expense of others. The number of exclamation marks (one to three) signals the level of risk of aggressive behaviour. Aggressive behaviour is not dependent on the overall level of assertiveness. Aggression may occur even when assertiveness is generally low.

INTERPRETATION OF RESULTS IN MAIN AREAS OF COMMUNICATION AND BEHAVIOUR

The respondent is good at asserting himself or herself among people familiar to him/her as well as among strangers. He/she can articulate his/her demands clearly; says what he/she likes or does not like; is good at convincing others. If he/she needs help, he/she is not afraid to ask for assistance. In a familiar environment - work or family - he/she is self-assured and has an aptitude for negotiation and logical argumentation. Likes to take decisions and is not afraid to assume responsibility for the decision.

The respondent finds it difficult to criticise his/her closest people (friends, family) as well as strangers. He/she does not like dealing with unpleasant situations. He/she will put off criticism indefinitely. At the same time, he/she may be extremely sensitive to criticism from others. The respondent will revisit the criticism in his/her mind and worry about it. At the first glance, he/she may be seen as a cautious person who finds it difficult to argue his/her case - e.g. when making a claim in a shop or complaining in a restaurant.

SEGMENTS OF COMMUNICATION AND BEHAVIOUR (ASSERTIVENESS)



Note: The chart illustrates the level of assertiveness in all four areas. It is expressed as weighted scores against a reference group. Within each area, the chart represents the ability to behave assertively in relation to familiar and unfamiliar people.

STRENGTHS

You are probably a good listener. Those closest to you confide in you and seek out your company in situations when they need to talk to someone. In communication you are perceptive and give space to the other person. This builds up your empathy and you also learn things that are "in between the lines". You should guard your personal space - you are under no obligation to always lend an ear to everyone.

You probably speak your mind clearly and in a way others understand. You are good at conveying even unpleasant information. At the same time, you are also good at showing appreciation. And if you do not like something, you will probably speak your mind. Others can easily read and understand your attitudes.

When required, you can communicate criticism in clear terms. You are good at putting a label on the problem. You will at the same time consider the other person. You know how to communicate criticism in a sensitive way - so that the recipient does not become despondent. Your criticism facilitates the solution to the problem.

RECOMMENDATIONS

You have the tendency to take criticism personally and internalise it. You worry about things people said to you - but in most cases the problem may be much smaller than it seems. Try and learn how to handle criticism in a factual and impersonal way. Look for motives and reasons for the criticism. Handling criticism rationally may give you a lot of relief and allow you to grow as a person. You should also learn to accept praise or compliments. A thank-you and a smile works much better than hurried denial.

You probably do not give praise easily. You may feel it is not necessary - or it just does not occur to you; maybe you do not seek praise yourself. Most people, however, like to be appreciated - it motivates them to better performance. Look around you and find what you can appreciate. Use simple and unforced sentences. Start with recognizing any small progress that happens every day (a good meal, nice haircut, job well done). This will improve your relationship and make it more genuine.

You tend to be cautious and you react to external situations by internal experience. But if you do not express your emotions to others, they will not read your mood and thoughts - and, in turn, believe that you are distant. Learn to label and show your emotions. Start with expressing them out loud (e.g. "I am happy", "This makes me angry."). Let other people come closer to you.