

Assess the following situations. In the 1st column & state how you would act, choosing from the available alternatives

b	1	<p>Winnie, a teacher at your school comes to ask you to plan a library session for her students. You would:</p> <ul style="list-style-type: none"> a) Control the conversation & tell Winnie what you will do for her b) Ask Winnie to describe what she wants. When you understand her needs you will tell her your ideas; let her know that you are concerned & want to help with your ideas c) Show Winnie understanding & support. Clarify what is to be done by you. Offer ideas but do it her way d) Find out what you need to know. Let Winnie know that you will do it her way
d	2	<p>You have designed a user satisfaction survey that will be administered by Andy's department. Andy has more experience than you. He speaks to you requesting that you change some of the items in the survey. You would:</p> <ul style="list-style-type: none"> a) Listen to his suggestions & why he thinks they would be beneficial. If you think that Andy's way is better you would change it; if you think that your way is better you explain why. If necessary you would insist that it be done your way b) Tell Andy to change it any way he likes c) You are busy. Tell Andy to do it your way. You don't have time to discuss it with him d) Be supportive, make the changes together
a	3	<p>Your workmate Queenie has been performing poorly at work lately. This is resulting in you having more work to do. You know that she has some family problems that are depressing her. You would:</p> <ul style="list-style-type: none"> a) Discuss the problem. Help Queenie realize that the problem is affecting her work & you. Supportively discuss ways to improve the situation b) Tell your boss about it & let her decide what to do about it c) Tell Queenie to start doing her job properly d) Discuss the problem with Queenie & tell her how to solve the work situation. Be supportive
b	4	<p>You approve budget allocations for serials. Jimmy, who is very competent at producing budgets, has drafted your next year's budget. You would:</p> <ul style="list-style-type: none"> a) Review the budget, make revisions & explain them. Deal with concerns that Jimmy has but insist that it is done your way b) Review the budget & suggest some changes. Decide on the changes together c) Review the draft budget. Make changes & explain them d) Answer any questions that Jimmy has & approve the budget

To identify your preferred communication style, circle the letter that matches your answer in the table below

	Autocratic	Consultative	Participative	Laissez-fair
1	a	b	c	d
2	c	a	d	b
3	c	d	a	b
4	c	a	b	d

Adapted from: Lussier, R. (1993). *Human relations in organizations: A skill building approach*. Homewood, IL: Irwin.