

Assertiveness

Taken by: **Boyang Yan**

Date taken: **Friday, 25 February 2022**

The ideal result is a score which is high in the assertiveness scale, but low in the aggressive and passive scales. Consistency in behaviour is key to establishing good relationships at work and creating calm, creative and productive atmospheres in the workplace. Inconsistency i.e. a tendency to flip between assertive and aggressive or passive and aggressive behaviour will lead to distrust between you and your colleagues and you may find people starting to avoid you.

	Low				High
Assertive					
Passive					
Aggressive					

YOUR RESULTS:

Assertive					
------------------	--	--	--	--	--

You are assertive and state your feelings and what you need in a calm and appropriate way. Others know where they stand with you and respect your opinion. You get what you want but not at the expense of someone else. You are likely to be aware of your own needs and those of others, and be prepared to state what they are in a calm and measured way, following through on what you need.

You aim for a win-win approach where you take into account the perspective of the other person and help them to understand yours. You know that you have a right to say 'no' and have this listened to. If appropriate you will provide an explanation as to why you don't want to do something, but you know it is not necessary to do so.

You are likely to have good control of your emotions, showing only what you want others to see. You don't worry about what others think of you; you also don't let them control your emotions and 'make' you feel bad.

Tips

Be aware of how your communication is received as it is easy to fall into the trap of thinking you are being assertive, but the other person perceives it as aggression. Asking for feedback and being in tune with the feelings of others will help you to calibrate this.

Passive					
----------------	--	--	--	--	--

You are sometimes passive. People who are occasionally unassertive bottle up their emotions, possibly allowing resentment to build until they 'burst' and flip into being aggressive. If you are doing this, learn instead to be assertive and aim to be more consistent in your behaviour..

Tips

Start by explaining what it is that you want from a situation. Think about your rights, wishes and feelings and place greater weight on your own rather than those of others. Don't let them take responsibility for what happens to you or for how you feel.

Aggressive					
-------------------	--	--	--	--	--

You rarely, if ever, become aggressive towards others or undermine their rights or self-esteem. In this context aggression is not just about physical or verbal abuse, but can also be subtler, for example rushing someone, or ignoring them.

Tips

Look at your scores in the assertiveness and passive scales to ensure you are on the right track i.e. that your lack of aggression is not also a sign of passivity.

ABOUT THIS ASSESSMENT:

Assertiveness is defined as the quality of being self-assured and confident without being aggressive. An assertive person is comfortable stating their needs or points of view and sticking to them; they usually believe they have the right to be heard and obtain what they need, but none of this is done at the expense of another person. A win-win situation is important to them whenever possible.

On either side of assertiveness sit aggression and passivity: someone who tries to win at the expense of others, undermines others or puts them down is aggressive; someone who does not consider their own opinion worthy, is too embarrassed to say what they want or gives in too easily to the needs and desires of others is passive.

In the work place everyone should strive to be assertive rather than passive or aggressive.