



## Communication analysis

This questionnaire is an analysis of the way you communicate. To produce a usable result, you have to be completely honest. Answer as quickly as possible without overthinking your replies; otherwise you will tend to answer the question on the basis of how you would like to communicate rather than how you in fact communicate. By not being completely honest, you only cheat yourself.

	Almost never	Rarely	Sometimes	Often	Very often
1. I explain why I have an unfinished assignment					
2. When a colleague or customer says or does something, I may feel hurt and sorry					
3. When I ask someone to do something, I expect them to do it					
4. When I have to do something, I collect all relevant information					
5. I will complete an inconvenient assignment					
6. I am troubled by being late					
7. I often act rashly or impulsively even when I do not have all the information					
8. I may feel "pressure" when talking on the phone					
9. In a discussion, I stick to my opinions					
10. It is important to me that things are done my way					
11. At times, I feel others should learn from me					
12. I see no problem in urging on slow colleagues					
13. I make boring and monotonous assignments interesting					
14. I explain my thoughts and feelings openly					
15. Asking others for help is difficult for me					
16. I may perform unethically or immorally					
17. I often think "What would they do without me?"					
18. If I'm treated unfairly, I confront the person directly					
19. When a colleague breaks a deal, I reprimand him or her clearly					



	Almost never	Rarely	Sometimes	Often	Very often
20. When I want it my way, I will spend time and energy making it so					
21. I remain calm even in tense situations					
22. I help others by taking on more assignments					
23. Instead of having a conflict, I would rather stay quiet					
24. At times, I insult and humiliate people without being aware of it					
25. Usually I am right					
26. I have difficulty confronting a colleague when he does something I do not agree with					
27. I often think "The others must be right so I stay quiet"					
28. Finding the culprit is important when something goes wrong					
29. I easily converse with people who are depressed or unhappy					
30. I find it easy talking to aggressive people without getting riled up					
31. I always act businesslike in discussions and never attack the other personally					
32. When I lend a thing to someone, I have difficulty asking for it back					
33. On the phone, I strive to be kind and open					
34. I respond to criticism from my colleagues					
35. I will guide my colleagues in order to avoid mistakes					
36. Both my own and other's actions establish norms and rules					



	Assertive	Aggressive	Submissive
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	Assertive	Aggressive	Submissive
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35			
36			
Total			

**READ THIS:** Calculate your score when you have filled out the questionnaire: “Very often” is worth 4 points. “Often” is worth 3 points. “Sometimes” is worth 2 points. “Rarely” is worth 1 point. “Almost never” is worth 0 points.

If – as an example – you answered the first question with “Rarely”, you have scored 1 point. Note a 1 in the gray rectangle on the first line. In the first question the assertive column is gray. In the second question the submissive column is gray. **Only** note your points in the **gray** rectangles. For every column, add up your points. The three resulting numbers express the weight of your assertive, aggressive, and submissive behaviour.

Statistically, 80 percent of all scores can be placed in the interval between 16 and 36 points. A score below 16 indicates that you rarely show this form of communicative behaviour. Conversely, a score above 36 indicates a communicative behaviour that others will notice.

**Assertion:**

You maintain your rights while respecting that others have those same rights. The opposite communicative behaviour is submissive or aggressive.

You are assertive when expressing opinions and wishes without making apologies for yourself, short-selling yourself or oppressing others. You are assertive when you maintain your feelings, ideas, and rights without violating the rights of others.

<b>Direct</b>	<b>Vigorous</b>
<b>Decisive</b>	<b>Spontaneous</b>
<b>Honest</b>	<b>Accepting</b>
<b>Forgiving</b>	<b>Risky</b>
<b>Clear</b>	<b>Provocative</b> (in a positive sense: to demonstrate a point)

You are assertive when expressing your own opinion without threat or complaint. You feel powerful about yourself and in yourself.

**Aggressive:**

You are aggressive when expressing opinions, goals and wants in a way that oppresses others and demean their feelings, ideas, and rights – when reacting to others by being threatening or by using force.

<b>Pushy</b>	<b>Arrogant</b>
<b>Manipulative</b>	<b>Reproachful</b>
<b>Attacking</b>	<b>Dominating</b>
<b>Vindictive</b>	<b>Accusing</b>
<b>Provocative</b> (in a negative sense: to create a conflict)	

You are aggressive when you attempt to control the behaviour of others. You feel power over others to your own benefit.

**Submissive:**

You are being submissive when allowing others to oppress and demean you. You are submissive when you react to others by being apologetic and demean your own feelings and opinions in a negative inner dialog.

<b>Delaying</b>	<b>Apologetic</b>
<b>Dependent</b>	<b>Helpless</b>
<b>Martyr</b>	<b>Powerless</b>
<b>Self denying</b>	<b>Avoiding</b>
<b>Inhibited</b>	<b>Shy</b>

You are submissive when avoiding confrontation. You feel powerless and dependent on the opinions of others.