

Styles of behaviour quiz

Read through the following questions and tick beside the answer that best describes how you would react. It might not be exact, but close enough to what you would do.

1. You are at McDonald's and order a chicken burger with no mayonnaise, when you open it has salsa in it.

Would you:

- ☐ a) Accept it since you sort of like salsa anyway.
- ☐ b) Angrily refuse the burger and insist on speaking to a manager to complain; they didn't tell you it would have salsa.
- ☐ c) Go back over to the counter and speak to the server and explain there's salsa in your burger; you ordered your burger with no mayonnaise, so could you have another burger with no dressing please?
- ☐ d) Go back to the counter and ask sarcastically when did chicken burgers start having salsa in them?

2. A good friend pops over to catch up, but they stay ages, you had planned to get your art homework finished as it has to be in tomorrow. You really don't want a detention.

Would you:

- ☐ a) Let your friend stay and try and finish your artwork off in the morning.
- ☐ b) Tell your friend to go - you don't have time for their chat.
- ☐ c) Explain that you need to finish your work and ask if you can catch up another time.
- ☐ d) After a while do you start to ignore your friend and go on your phone, or give them the silent treatment in the hope they will get the idea?

3. You ask for a small latte at COSTA, however, they give you a large by mistake and charge you for the larger one.

Would you:

- ☐ a) Pay for the larger latte as it is already poured, and you will probably drink it or share it with someone anyway.
- ☐ b) Demand to see the manager and protest about being ripped off.
- ☐ c) Indicate you only asked for a small drink and request you pay for the smaller latte or wait for a small latte to be made for you.
- ☐ d) Say its ok and pay for the larger one and then complain bitterly afterwards, saying how stupid they are.

4. You suspect someone of having a grudge against you, but you don't know why.

Would you:

- ☐ a) Pretend you are unaware of their attitude; ignore it and hope they will get over it soon.
- ☐ b) Get even with the person somehow so they will learn not to hold grudges against you.
- ☐ c) Ask the person if you have done something to upset them in any way and try to be understanding.
- ☐ d) When you're around them you go along with their ideas or suggestions, but be a bit 'narky' with them or have sly digs at them.

- 5. You go shopping with your friend and buy some stuff in Primark; after leaving the shop you notice you were short-changed by £2.00.**

Would you:

- ☐ a) Let it go as you are already out of the shop and the assistant was run off their feet.
- ☐ b) Go back in and see the supervisor and tell them how you were cheated out of £2.00 and demand the proper change.
- ☐ c) Return to the assistant and let them know of the mistake, showing your receipt.
- ☐ d) Go back inside and whilst in the queue speak loud enough for others to hear about how stupid the assistant is, then show them the receipt and explain.

- 6. You are in a line at Cineworld waiting to order your snacks. Suddenly, someone steps in line ahead of you.**

Would you:

- ☐ a) Let the person be ahead of you, it doesn't really matter.
- ☐ b) Be very direct, telling them that there's a line and tell them to go to the back. Everyone else is queuing.
- ☐ c) Indicate to the person that you are in line and point out where it begins.
- ☐ d) Shout out that it would appear 'someone' doesn't know that there's a line – but not speak to them directly.

- 7. You have been put into groups at school for a project, your teacher comes over to check in with you how it's going. Another person in the group is a bit geeky and seems to know everything and likes their ideas to be taken up.**

They ask you a question about your part of the project in front of the teacher, but you haven't done that bit yet.

Would you:

- ☐ a) Give the group a believable answer so your teacher will think you are on top of things.
- ☐ b) Do not answer but ask the geek a question that you know they don't know the answer to, as they have just been telling the group about something they are unsure about.
- ☐ c) Indicate to the teacher and the group that you are unsure just now but offer to give him/her the information later once you've done the research.
- ☐ d) Speak to other members of the group in front of the teacher about how some people 'know everything' and how 'some' ideas aren't listened to.

- 8. Now we want you to be honest with yourself.**

Do you:

- ☐ a) Avoid expressing yourself or your ideas in case it will mean that other people might not like you, or be angry with you?
- ☐ b) Do you like to get your own way, never mind how it might impact on others (my way or the highway kind of attitude)?
- ☐ c) If you don't agree with someone, can you negotiate with them to move forward rather than being focussed on being 'right' getting your own needs met?
- ☐ d) If you are angry or upset with someone, do you give them the silent treatment, or might you be sarcastic with them, or make indirect comments in the hope that they will hear?

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Now add up your scores; how many of each do you have?

a =

b =

c =

d =

Which do you have the most of ?

There are generally four most common interpersonal behavioural styles.

More 'a' answers = **Passive**

More 'b' answers = **Aggressive**

More 'c' answers = **Assertive**

More 'd' answers = **Passive-aggressive**

If you are able to 'move' your responses closer to the 'c' answers you are likely to experience less stress and more feelings of greater self-esteem.

Inspiration from Ref: Banish your self esteem thief. A cognitive behavioural therapy workbook on Building positive self-esteem for young people Kate Coillins - Donnelly. 2014

Communication Styles

Aggressive (b)

Aggressive behaviour is saying strongly or violently what you want to say without thinking about the other person's feelings.

Assertive (c)

Asking people nicely for what you need by saying what you feel and think whilst being kind towards the other person's feelings.

Passive (a)

Is when you go along with the other person even when you don't want to and you feel unhappy.

Passive aggressive (d)

Is when your behaviour indirectly expresses negative feelings instead of openly addressing them. There's a 'disconnect' between what you do (behaviour) and what you say.