

Assertive Communication Self-Assessment

“Assertiveness is a tool for making your relationships more equal.”

Your Perfect Right by Robert E. Alberti

Assertive communication is the most effective form of communication. It means using direct statements to express thoughts, feelings, and ideas rather than indirectly or passively communicating to avoid conflict to appease others. It is not to be mistaken with aggressive communication, which is hostile or assumes that your interests or opinions are more important than your listener's. Aggressive communication encourages an argument rather than resolving the concern (e.g., Why didn't you do this?). Appropriate assertive communication skills can be developed with the aid of your EAP. Assertive people are more successful in social and work relationships.

Please read each statement carefully. Answer “Yes” if the statement applies to you.

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| 1. I also listen when I am talking with someone about a problem. | Yes | No |
| 2. When disagreements occur I focus on the behavior I don't like and refrain from putting down the person to whom I'm talking. | Yes | No |
| 3. I leave room for compromise in a disagreement. | Yes | No |
| 4. I am direct and honest about how I feel. | Yes | No |
| 5. When I give others feedback, I am both direct and tactful. | Yes | No |
| 6. I am able to say “no” when someone asks me to do something. | Yes | No |
| 7. I can explain to people I care about what I need without feeling guilty. | Yes | No |
| 8. I can talk with someone when they hurt my feelings instead of getting angry or saying nothing and feeling hurt inside. | Yes | No |
| 9. If my neighbor's stereo is disturbing me, I am able to call and ask if he/she would please turn it down. | Yes | No |
| 10. I'd like a raise, so I make an appointment with my boss to explain the reasons I feel I should receive one. | Yes | No |

Scoring your self assessment

Total Score _____

Yes = 1

No = 0

Score:

- 0-2 Your score indicates that you are able to talk with others in a direct manner and can share important issues. If you want to learn more about assertive communication contact your EAP and visit the links below or read one of the recommended books.
- 3-5 You have some signs of difficulties with assertiveness. Even if these symptoms aren't interfering with your daily life, you can benefit from improved communication skills. Call your EAP to speak with a counselor before these problems worsen.
- 6-10 You are experiencing significant signs of assertiveness difficulties. Please contact your EAP as soon as possible to speak with a counselor. Building assertiveness skills usually can be accomplished in brief EAP counseling. There is help available, contact us at 800-327-5071.

For Additional Information:

[The National Emotional Literacy Interest Group](#)

[Emotional Intelligence Network](#)

Recommended Reading

Alberti, Robert & Emmons, Michael. (1995). [Your Perfect Right: A Guide to Assertive Living](#). Impact Publishers

Bolton, Robert. (1986). [People Skills](#). Touchstone

Bower, Sharon, & Bower, Gordon. (1991). [Asserting Yourself: A Practical Guide for Positive Change](#). Addison Wesley Publishing Company

**For Confidential Assistance
800-327-5071
Or contact us online**