

Indicate how comfortable you feel in each of the following situations.

- Score **1** if you feel very uncomfortable
2 if you feel slightly uncomfortable
3 if you feel reasonably comfortable
4 if you feel very comfortable.

ENTER
1, 2, 3 or 4

1 Asking for the service you expect when you haven't received it in a shop or restaurant	
2 Expressing anger when you are angry	
3 Receiving a compliment and saying something to acknowledge that you agree	
4 Discussing another person's criticism of you openly with them	
5 Speaking up in front of a group	
6 Telling a friend that they are doing something that bothers you	
7 Requesting the return of a borrowed item without apology	
8 Initiating a conversation with a stranger	
9 Telling an acquaintance that you like him or her	
10 Returning a defective item to a shop or restaurant	
11 Asking a favour of someone	
12 Turning down a request for a meeting or date	
13 Admitting to either fear or ignorance	
14 Asking for and accepting constructive criticism	
15 Saying 'no' to someone without being apologetic	
16 Telling a friend exactly how you feel	
17 Arguing with another person	
18 Touching a colleague or friend affectionately	
19 Treating yourself or doing something just for you	
20 Refusing a friend a favour when you don't want to do it	

Scoring

Total Score

- Over 55** You are assertive
40–55 You could be more assertive
Under 40 You are unassertive