

Rate each response in terms of being either passive, assertive or aggressive by ticking the appropriate column.

Passive
Assertive
Aggressive

1 In a no-smoking compartment of a crowded train a fellow passenger lights a cigarette. Julie hates the smell of cigarettes.			
RESPONSE A Julie gets up and leaves the compartment.			
RESPONSE B Julie starts coughing and spluttering then says to the man, 'Listen, that is a disgusting, antisocial habit. I don't care if you kill yourself, but I don't want to die. Put that cigarette out or go to another compartment.'			
RESPONSE C Julie points to the 'No Smoking' sign and says, 'This is a non-smoking compartment. Would you mind moving to a smoking area as I really don't like the smoke.'			

2 In a packed cinema the people behind Mr Brown keep talking in a fairly loud voice, detracting from his enjoyment of the film. The cinema is so crowded that he can't change seats.			
RESPONSE A Mr Brown suffers in silence and says nothing.			
RESPONSE B Mr Brown turns around and snarls at them, 'Don't you have any respect for others? If you don't shut up immediately I'll call the manager and have you thrown out.'			
RESPONSE C Mr Brown turns around, looks directly at the talkers and says, 'Your talking is distracting me from the film.'			

3 Mary, a secretary, is given a large piece of typing to complete at five minutes to five. She is planning to go out that evening and wants to leave at five o'clock.			
RESPONSE A Mary is really angry and thinks, 'What a thoughtless boss I have. I told him I was going out tonight.' She suffers in silence and leaves work at 6.15 feeling angry and irritable.			
RESPONSE B Mary explains to her boss that she'd like to leave on time and that she would do the work first thing next morning unless it was really very urgent.			
RESPONSE C Mary feels angry but starts the work. At about 5.30 she explodes, kicks the waste paper bin and storms into her boss's office saying that she's sick of the job and his thoughtlessness. She goes home and feels guilty for her anger.			