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FINAL REPORT

Communication style questionnaire

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You now hold in your hands a report from Questionnaire of Communication Style – Assertiveness, which covers personality tendencies to solving both standard and difficult social communication situations, either in known or unknown environment. This questionnaire is related to four basic areas of communication and behavior: adequate self-assertion (“I can assert myself”), the ability to stand by one’s decision or opinion and not let himself/herself to be manipulated (“I stand by my own decisions and opinions”), the ability to give and receive feedback (“I can work with feedback”) and the ability to build and develop social relationships (“I develop my social relationships”)

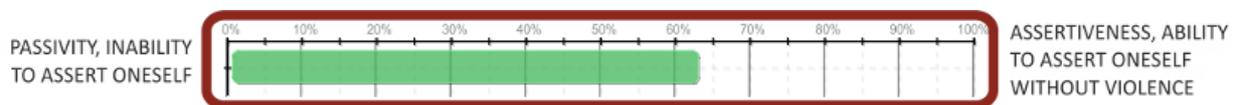
## CONTROL SCALES

DESIRE TO SUCCEED	answers are adequately open
TENDENCY TO ASSERT ONE'S INTEREST AT THE EXPENSE OF OTHERS	adequate tendency for assertiveness

A control scale “need of success” warns about possible tendency to pretend socially desirable answers, results can be less relevant in those cases.

Control scale “Tendency to assert one’s interest at the expense of others” draws attention to a potential risk of aggression instead of assertiveness. The scale is for reference only - the questionnaire does not monitor for level of aggression

## OVERALL ASSERTIVENESS



Note: The scale expresses the total level of assertiveness as a percentile against a reference group.

## MAIN AREAS OF COMMUNICATION AND BEHAVIOUR

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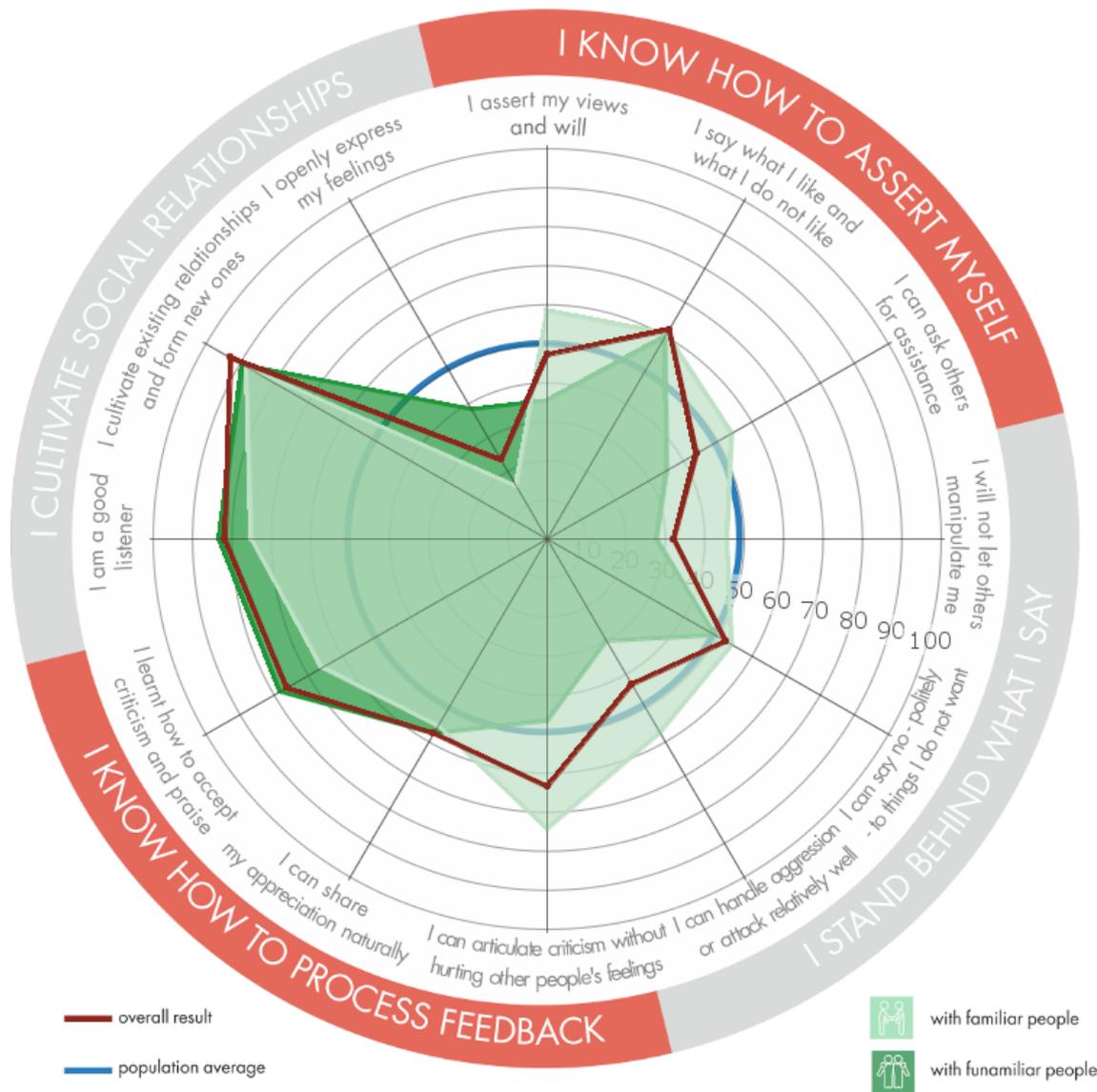
Note: The chart illustrates the level of assertiveness in all four areas. It is expressed as percentiles against a reference group. Within each area, the chart represents the ability to behave assertively in relation to familiar and unfamiliar people. The exclamation marks draw attention to areas where assertiveness may be mistaken for aggression - asserting one's interests at the expense of others. The number of exclamation marks (one to three) signals the level of risk of aggressive behaviour. Aggressive behaviour is not dependent on the overall level of assertiveness. Aggression may occur even when assertiveness is generally low.

## INTERPRETATION OF RESULTS IN MAIN AREAS OF COMMUNICATION AND BEHAVIOUR

In communication, the respondent is perceptive - he/she is a good listener. He/she openly expresses emotion. The respondent is often seen as a "warm" person - somebody approachable and good for talking about all kinds of things. He/she likes company; in company, he/she behaves in a way which is transparent to others. He/she likes to meet new people if given the chance (on holiday, at a party). He/she often expresses joy from being around close people.

The respondent could be a "target" for manipulation from strangers (marketeers, sellers or charity fundraisers) and familiar people (friends, family). He/she finds it difficult to say "no", even though he/she may regret it later. It is rather difficult for him/her to say "no" to a proposition or request. When declining a request, he/she does not articulate the rejection in clear terms and uses excuses. He/she avoids conflict and tends to shy away from emotionally-charged situations. Observers may see him/her as a sensitive and easily swayed person.

SEGMENTS OF COMMUNICATION AND BEHAVIOUR (ASSERTIVENESS)



Note: The chart illustrates the level of assertiveness in all four areas. It is expressed as percentiles against a reference group. Within each area, the chart represents the ability to behave assertively in relation to familiar and unfamiliar people.

## STRENGTHS

You find it easy to talk to strangers. You are great in easy-going small-talk. You always find something to talk about. Still, you instinctively know the limit - to avoid being bothersome. You like to meet new people and you are natural in forming relationships.

You are probably a good listener. Your closest people confide in you and seek out your company in situations when they need to talk to someone. In communication you are perceptive and give space to the other person. This builds up your empathy and you also learn things that are "in between the lines". You should guard your personal space - you are under no obligation to always lend an ear to everyone.

When someone is criticising you, you respond to the point and instantly. You reflect on criticism and consider the reasons for it. The advantage of this approach is that it is more constructive - it helps to solve the problem. You are good at receiving both criticism and praise without any bad feeling.

## RECOMMENDATIONS

You are somewhat inhibited and you react to external situations by internal experience. But if you do not express your emotions to others, they will not read your mood and thoughts - and, by turn, they may feel your distance. Learn to label and show your emotions. Start with expressing them out loud (e.g. "I am happy", "This makes me angry."). Let other people come closer to you.