

Assertiveness Inventory

(Loosely based upon Wolpe & Lazarus, 1966)

By "assertiveness" we simply mean the ability to express your opinions and feelings in a mature and effective way. Using the following scale, rate how assertive you think you typically are, or would be, in the following situations.

Grade each situation from 0-4

- 0 = Not at all assertive
- 1 = A little assertive
- 2 = Moderately assertive
- 3 = Very assertive
- 4 = Completely assertive

Protesting because someone has pushed in front of you in a queue.	0 1 2 3 4
Reprimanding an employee or subordinate if necessary.	0 1 2 3 4
Complaining about poor service in shops.	0 1 2 3 4
Returning a faulty garment to a shop.	0 1 2 3 4
Being unfairly criticised by a friend or colleague.	0 1 2 3 4
Being bossed about unnecessarily by another person.	0 1 2 3 4
Requesting an apology from someone who has acted inappropriately.	0 1 2 3 4
Raising questions in a meeting at work.	0 1 2 3 4
Disagreeing with a domineering or overbearing person's opinions.	0 1 2 3 4
Expressing angry or upset feelings to other people.	0 1 2 3 4
Saying "no" to a very persistent salesman.	0 1 2 3 4
Challenging false rumours that someone has spread about you.	0 1 2 3 4
Asking friends to lend you money, if it became necessary.	0 1 2 3 4
Expressing controversial opinions.	0 1 2 3 4
Starting a conversation with a stranger.	0 1 2 3 4
Complaining about unsatisfactory food in a restaurant.	0 1 2 3 4
Asking other people on a training course to stop talking, so that you can hear the speaker.	0 1 2 3 4
Saying something which you know other people will be upset about.	0 1 2 3 4
Complaining about being short changed in a shop.	0 1 2 3 4
Insisting that someone who is reluctant to do so should return a favour.	0 1 2 3 4
Demanding money from someone who owes it to you.	0 1 2 3 4
Refusing to do someone a favour or lend them money when you don't want to.	0 1 2 3 4
Cutting a conversation with someone talkative short because you want to leave.	0 1 2 3 4
Asking someone on the train to turn down the volume of their music.	0 1 2 3 4
Challenging someone over a racist or sexist comment.	0 1 2 3 4

Results:

- 0-25% Not at all assertive
- 25-50% A little assertive
- 50-75% Very assertive
- 75-100% completely assertive

If, having completed this questionnaire you find you are lacking assertiveness, it is easy to increase your score with my techniques.