



## STUDYCARDS

# HOW WOULD YOU REACT?



### EXTRA FLASHCARD for notes

#### How would you react?

Circle the number of the chosen answer and count the circles at the end of the column (the table continues on the turn).

Nr			
1	1	2	3
2	1	3	2
3	3	1	2
4	1	2	3
5	2	1	3
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11	2	1	3
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## INTRODUCTION

These flashcards describe situations that may occur in working life (or during studies).

You have to choose the response that comes closest to your own possible behaviour from the responses on the yellow side of the card.

On the blue side of the card, you will receive feedback on whether this response is classified as aggressive, assertive or submissive.

Mark your answers on an additional card or sheet and summarise which reactions you encountered most, i.e., which reaction style is more characteristic of you.

You can read more about these response styles on the Summary card.

## SUMMARY

Often, communication becomes tense and uncomfortable because people do not express their real needs (do not stand up for themselves) or fail to consider others. Self- and other-considerate behaviour is **assertive** when you present your wishes in a constructive and respectful tone. Reacting **aggressively** can encourage a situation to become confrontational. Behaving **submissively** tries to avoid conflict, gain approval, and stay in the safe zone of communication. Unfortunately, we often push our real needs and desires into the background. However, in some situations, a more aggressive or submissive reaction may be appropriate.

Think – in which cases?

16	1	3	2
17	1	3	2
18	3	1	2
19	1	2	3
20	2	1	3
21	1	3	2
22	3	1	2
23	3	2	1
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30	1	2	3
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TOTAL			
➤	AGGRESSIVE	ASSERTIVE	SUBMISSIVE

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21	1	3	2
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TOTAL			
➤	AGGRESSIVE	ASSERTIVE	SUBMISSIVE

1

**Situation:**

A colleague has a habit of constantly bothering you with questions or idle chatter talk.

**How do you react?**

- 1 You snap at the colleague that you want to concentrate and for him to leave you alone.
- 2 You agree with him that if you wear headphones, it is a signal that you do not want to be disturbed.
- 3 You are polite to your colleague - you communicate with him and hope to get the job done later.

2

**Situation:**

Your boss says that the quality of your work is not good enough.

**How do you react?**

- 1 You'll laugh arrogantly and say that you know better how to do your job.
- 2 You apologise and promise to try to do better.
- 3 When communicating with your boss, you try to find out what and how you should do things differently.

3

**Situation:**

It's as if your manager is constantly "rewarding" you with new extra tasks no longer fit into your working hours.

**How do you react?**

- 1 You explain to the manager that by taking on a new task you will have to postpone some other work — will he agree to this, or will he still delegate the new task to someone else.
- 2 You say politely that you will do the task.
- 3 You sharply tell the manager that your hours aren't flexible and you won't take on the task.

4

**Situation:**

The colleague you have to work with in the same room with is constantly negative about everyone and everything.

**How do you react?**

- 1 You tell your colleague to shut up.
- 2 You try to help your colleague to see positive aspects and focus on them, if that doesn't help, you ask the manager to find another place (room) to work.
- 3 You try to ignore him and tolerate the situation.



2

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



1

### Way of responding

- 1 Aggressive
- 2 Assertive
- 3 Submissive / Adaptable



4

### Way of responding

- 1 Aggressive
- 2 Assertive
- 3 Submissive / Adaptable



3

### Way of responding

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive



5

**Situation:**

Your colleagues have a habit of gossiping and creating intrigue.

**How do you react?**

- 1 You find that backbiting is not constructive, so you steer the conversation towards the positive aspects and achievements of the colleague in question.
- 2 You actively contribute to intrigue.
- 3 If possible, you avoid shared smoke or coffee breaks.

6

**Situation:**

A colleague makes sexual comments towards you.

**How do you react?**

- 1 You yell at him or her, asking what he or she thinks he's / she's doing?
- 2 You keep your distance from this colleague, or you respond with some wit.
- 3 You explain that such comments are inappropriate, bother you, and if he / she doesn't stop, you will report him or her for sexual harassment.

7

**Situation:**

You are given a task that you don't have the resources to do.

**How do you react?**

- 1 You draw up a list of the resources needed to complete the task and present it to your manager with a proper justification.
- 2 You angrily tell the manager that you can't complete the task without tools.
- 3 You try to manage on your own, e.g. asking your colleagues if they have necessary tools to lend or give you.

8

**Situation:**

You have a colleague who yells at you when he doesn't like something.

**How do you react?**

- 1 You yell back, telling him / her to stop.
- 2 You make it clear to your colleague that you perceive this type of communication as verbal aggression and that is unacceptable to you.
- 3 You try to ignore the situation, thinking that this colleague is just like that and will calm down eventually.



6

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



5

### Way of responding

- 1 Assertive
- 2 Aggressive
- 3 Submissive / Adaptable



8

### Way of responding

- 1 Aggressive
- 2 Assertive
- 3 Submissive / Adaptable



7

### Way of responding

- 1 Assertive
- 2 Aggressive
- 3 Submissive / Adaptable



9

**Situation:**

The manager does not listen to your safety suggestions.

**How do you react?**

- 1 You explain to the manager once again what needs to be changed and what the consequences of ignoring your suggestions may be.
- 2 You look for a new job in the hope of finding a more understanding manager.
- 3 You raise your voice at the manager in the hope of making yourself heard.

10

**Situation:**

The manager unjustly blames you for a situation that was beyond your control.

**How do you react?**

- 1 You, in turn, blame him.
- 2 You listen in silence and continue your work.
- 3 You politely explain that you are sorry about the situation, but that you did everything you could.

11

**Situation:**

A colleague often comes to you for help on how to do a task and distracts your concentration.

**How do you react?**

- 1 Explain to a colleague that the constant heckling is interfering with your work and suggest that he or she'll talk to his / her manager about the need for further training.
- 2 You tell your colleague, in a brusque tone, to manage on his own.
- 3 You hide your frustration and continue to help the colleague.

12

**Situation:**

You haven't been able to do your tasks for several months and you're pressed for time.

**How do you react?**

- 1 You're coming in early or staying late to get the job done.
- 2 You rush to the manager and make it clear to him / her that this situation cannot continue.
- 3 You find it's not your poor time management that's causing the situation, and suggest to the manager that he / her find a solution to better allocate tasks between staff.



10

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



9

### Way of responding

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive



12

### Way of responding

- 1 Submissive / Adaptable
- 2 Aggressive
- 3 Assertive



11

### Way of responding

- 1 Assertive
- 2 Aggressive
- 3 Submissive / Adaptable





13

**Situation:**

Your workspace gets very hot and stuffy in warm weather.

**How do you react?**

- 1 You threaten to smash the windows if nothing is done.
- 2 You buy yourself a personal fan and try to survive the hot days.
- 3 You constructively explain to the manager that a solution is needed, because in these conditions, productivity is reduced and people can suffer serious health problems.

14

**Situation:**

You feel that you have a vague division of tasks in the team, which creates confusion and stress.

**How do you react?**

- 1 You deal with situations as they arise and manage somehow.
- 2 You draw up a list of tasks that you think are not covered, and ask the manager for a meeting to allocate tasks more specifically.
- 3 You take matters into your own hands and give orders to your colleagues to carry out tasks that have not yet been assigned.

15

**Situation:**

You have to start working with a new computer program/device and managers seem to think you can do it as if by natural intuition.

**How do you react?**

- 1 You inform the manager of your need for further guidance or training.
- 2 You experiment and explore on your own to figure it out.
- 3 You pretentiously inform the manager that he or she has forgotten something...

16

**Situation:**

You feel like your manager is controlling almost every move you make.

**How do you react?**

- 1 You retaliate by swearing at the manager who comes to check on you and put him in his place with a rude comment.
- 2 You are angry with the manager, but you accept the situation
- 3 You explain to the manager that constant checking causes you discomfort and stress, and it reduces your motivation to work.



14

### Way of responding

- 1 Submissive / Adaptable
- 2 Assertive
- 3 Aggressive



13

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



16

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



15

### Way of responding

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive



17

**Situation:**

You want to take part in the training necessary for the job, but your manager does not see an opportunity.

**How do you react?**

- 1 You promise in a raised tone that you will complain to the owner of the company.
- 2 You shrug your shoulders and accept the response.
- 3 You explain once again to the manager why you need the training and find out the reasons for the refusal, so that together you can find a solution.

18

**Situation:**

Orders are down and the company is going through a difficult time, not knowing what will happen next.

**How do you react?**

- 1 You propose to the manager to organize an information meeting to explain the situation.
- 2 You're stressed and worried on your own.
- 3 You ask the manager point-blank: "What's going on?"

19

**Situation:**

A colleague who started working at the same time as you was promoted. You don't understand why you were not offered the job.

**How do you react?**

- 1 You demand that the manager reconsider the decision.
- 2 You ask the manager, in a polite tone, to explain the criteria based on which your colleague was selected and how you could be promoted.
- 3 You simply acknowledge the situation and accept it.

20

**Situation:**

You're annoyed that a colleague has to have the radio or music on all the time.

**How do you react?**

- 1 You tell your colleague that you need silence to work and ask him or her to use headphones.
- 2 You bluntly tell your colleague to turn off the radio at work.
- 3 You buy soundproof earmuffs.



18

### Way of responding

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive



17

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



20

### Way of responding

- 1 Assertive
- 2 Aggressive
- 3 Submissive / Adaptable



19

### Way of responding

- 1 Aggressive
- 2 Assertive
- 3 Submissive / Adaptable



21

**Situation:**

A couple of colleagues want to cut in front of you in the canteen queue. You're in hurry, and it seems unfair.

**How do you react?**

- 1 You loudly tell them to go to the end of the queue.
- 2 You let it slide — everyone is in a hurry sometimes.
- 3 You explain to your colleagues that in this case you are not able to meet their request, as you also have very limited time for lunch.

22

**Situation:**

A colleague has come to work sick: coughing and sneezing.

**How do you react?**

- 1 You remind the colleague of the company's agreed rules of conduct, that you don't come to work sick and ask him or her to leave.
- 2 You try to keep your distance from this colleague, take vitamin C, and hope you don't get sick.
- 3 You jump on your colleague about why he or she didn't follow the health rules and come to work.

23

**Situation:**

One colleague has been blessed with pathological tendency to chatter, and it's becoming really tiring.

**How do you react?**

- 1 You try to avoid this colleague's company by sitting as far away from him or she as possible during breaks and joint parties.
- 2 You find an opportunity to take the floor, apologize for interrupting him / her and explain that you would like to take a break from talking and listening.
- 3 You take on the role of a more active chatterbox without giving him the opportunity to speak.

24

**Situation:**

A senior colleague tends to teach you all the time, even though you already know how to do your job.

**How do you react?**

- 1 You express your gratitude by saying that you've already learned everything you need to know thanks to his careful guidance.
- 2 You mention that you can do even better on your own.
- 3 You listen to your colleague and mentally curse him or her as a perpetual nuisance.



22

### Way of responding

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive



21

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



24

### Way of responding

- 1 Assertive
- 2 Aggressive
- 3 Submissive / Adaptable



23

### Way of responding

- 1 Submissive / Adaptable
- 2 Assertive
- 3 Aggressive



25

**Situation:**

Your colleague tends to be late in the mornings, which puts a double workload on you, and you're overtired by lunchtime.

**How do you react?**

- 1 You yell at him or her, wondering if he or she doesn't know what time it is again, or if he or she doesn't know how to wake up on time.
- 2 You explain to him or her how his or her behaviour affects your well-being and suggest a tip to focus on the time he or she leave's the house.
- 3 You try to get used to the situation.

26

**Situation:**

The manager asks you to stay late on a busy day, but you already have other plans for the evening.

**How do you react?**

- 1 You make a direct comment to your manager about the poor organisation of work and say you're not going to work overtime.
- 2 You cancel your plans and stay at work.
- 3 You tell the manager that you understand the situation, but there's no way you can change your plans that night.

27

**Situation:**

A colleague often has a noticeable problem with his or her daily hygiene.

**How do you react?**

- 1 You calmly tell your colleague that it is impossible for you to continue working in the same room with him or her, and if the situation does not change, you are forced to inform the company's (HR) manager.
- 2 You keep your distance from your colleague as much as possible and give him or her soap for Christmas.
- 3 You tell the colleague directly to clean himself up.

28

**Situation:**

A colleague has a habit of going from one employee to another just to chat, but you don't have the time or inclination for that.

**How do you react?**

- 1 You ask him in a harsh tone if he's done all his work already, to have time for gossiping.
- 2 You nod along with him while trying to get on with your work.
- 3 You explain that your work duties leave no time for socialising and offer him the opportunity to socialise during breaks or company's joint parties.



26

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



25

### Way of responding

- 1 Aggressive
- 2 Assertive
- 3 Submissive / Adaptable



28

### Way of responding

- 1 Aggressive
- 2 Submissive / Adaptable
- 3 Assertive



27

### Way of responding

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive





29

**Situation:**

For the umpteenth time, a colleague comes to borrow money from you. Unfortunately, he tends to forget to pay you back.

**How do you react?**

- 1 You respond that you understand his need and have lent him money in the past, but you've had to struggle to get it back. This is not acceptable to you, and you have decided not to lend him anymore.
- 2 You say in a sharp tone that he should not ask you for a loan anymore.
- 3 You'll give him the money and hope that this time he'll pay you back quickly.

30

**Situation:**

A colleague suggests a change the work arrangement, but you don't think it's feasible.

**How do you react?**

- 1 You quickly respond that it won't work.
- 2 You reply that you appreciate his idea but suggest considering some arguments and alternatives to further develop the topic.
- 3 You say you might as well give it a try.

31

**Situation:**

It is team practice to replace a colleague when necessary. However, one colleague tends to use it very often.

**How do you react?**

- 1 You hope that future substitutions will balance out.
- 2 You respond in a sharp tone that you are no longer willing to accommodate his request to be replaced.
- 3 You describe to the colleague the situation you have perceived and that it gives you a sense of injustice. You propose to agree more specifically on the next replacements.

32

**Situation:**

One of your colleagues spends quite a bit of his working time taking smoke or coffee breaks. You feel this is unfair.

**How do you react?**

- 1 You explain to your colleague that you think it's unfair for him to take so many breaks during a stressful work pace.
- 2 To maintain the relationship, you decide not to react.
- 3 You reprimand the colleague for leaving tasks for others to handle.



30

**Way of responding**

- 1 Aggressive
- 2 Assertive
- 3 Submissive / Adaptable



29

**Way of responding**

- 1 Assertive
- 2 Aggressive
- 3 Submissive / Adaptable



32

**Way of responding**

- 1 Assertive
- 2 Submissive / Adaptable
- 3 Aggressive



31

**Way of responding**

- 1 Submissive / Adaptable
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- 3 Assertive



**EXTRA FLASHCARD for notes**

**How would you react?**

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