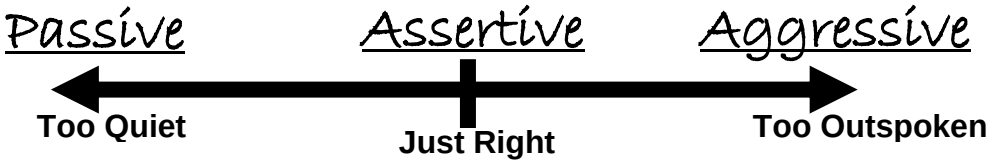
Let's Talk Communication

Byrnes Health Education Center®

Directions: *Use this link* https://kidshealth.org/en/teens/assertive.html *or other parent-approved sources to research the answers to the questions below!*

1. Correctly label this continuum with the three main communication styles.



2. Circle true or false for each item.

- Being assertive is not always natural, and everyone needs to practice it. **True** **False**
- To be aggressive is to respectfully speak up for yourself. **True** **False**
- If you are too aggressive you might feel taken advantage of. **True** **False**

3. Draw a line through things that will not help build assertiveness.

~~Focusing on own needs~~ ~~Worrying~~ ~~Disregarding others' input~~
~~Being overly sensitive~~ **Being resilient** ~~Lacking confidence~~
Remaining calm ~~Disrespecting others~~ **Believing in yourself**

STEM BONUS

What types of jobs require keen assertive communication skills?

Sales, management, human resources, police officer, personal/fitness/sport coach, etc.

4. A key factor in building assertiveness is having a role model of assertive communication to learn from. Name one person in your life who you feel exemplifies assertive communication.

Teacher, parent, family member, coach, school counselor, school administrator, etc.

5. Being assertive has a lot to do with who we are on the inside and the habits we build for how we act. These things are often built from our personal experiences in life. We also learn these things from watching how others act, especially those closest to us like parents, family members, and friends. All of these things, including our communication style make up our personality.

Be Aware!

Directions: Another key factor in building assertiveness is understanding which communication style comes most naturally to you, and then working on adjusting your mentality to try to be more assertive.

For each item, circle the response that would feel most natural to you if you were in that situation.

Then total the number of A's, B's, and C's that you circled, and look at the explanation key to the right.

1. You order a sandwich with ketchup, but the waiter gives you one with mustard. You would:
   a. Accept it and eat it anyway even though you are not a huge fan of mustard
   b. Angrily refuse it and insist on getting something for free because of the poor service.
   c. Call the waiter and respectfully indicate that you ordered your sandwich with ketchup.

2. You are waiting in line and another customer steps in line ahead of you. You would:
   a. Remain quiet and let the person be ahead of you since you are not in a hurry.
   b. Yank the person out of line and yell at them to go to the back of the line.
   c. Calmly indicate to the person that you are in line and point out where it begins.

3. After making a purchase you discover you were short-changed. You would:
   a. Let it go since it was only a few cents and the store clerk looked busy
   b. Furiously demand some more in return for your inconvenience to the manager.
   c. Patiently return to the clerk and explain to them the error and what you are owed.

4. You are watching your favorite TV show when your parent asks you for a favor. You would:
   a. Do the favor as quickly as possible, and then return to the show to finish watching it.
   b. Huff "Ugh, no! Get someone else to help!". Then finish watching your show.
   c. Politely ask if it can wait until the show is over and, if so, do it then.

5. You are asked a question about a project that you don't know the answer to. You would:
   a. Give a false, but plausible, answer so that everyone will think you are on top of things.
   b. Don't give an answer and verbally embarrass them for asking something like that.
   c. Indicate you are currently unsure but will check and give them an answer later.

TOTAL: A's __2__, B's __0__, and C's __3__

Explanation Key: A responses are more like someone who is naturally passive. B responses are more like someone who is naturally aggressive. C responses are more like someone who is assertive. How many A's, B's, or C's did you circle? If you did not circle C for any given item, ask yourself what you could do to try to make the C response feel more natural to you.