

# Communication Style Questionnaire

This questionnaire is designed to help you assess your *preferred communication style*.

Thinking about your behaviour at work, write a score against each statement to represent which best typifies your behaviour where

**4 = agree strongly, 3 = agree somewhat, 2 = disagree somewhat, and 1 = disagree strongly.**

*As with all questionnaires, the level of your honesty and self-awareness will impact on the accuracy of the outcome...so, be truthful to yourself!*

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|---------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 1. I express my opinions in an honest and appropriate manner.                                                                                     | 4 |
| 2. I can get angry and let this show.                                                                                                             | 2 |
| 3. I find it difficult to say 'no'.                                                                                                               | 1 |
| 4. If I do not agree with a task that my boss has given me, I find a way of dragging my feet on it.                                               | 1 |
| 5. I feel comfortable in asking for help from someone if they know more than me.                                                                  | 4 |
| 6. I feel guilty if I leave on time for a valid reason and other people are still working.                                                        | 2 |
| 7. I can be sarcastic.                                                                                                                            | 1 |
| 8. I think my way of doing things is better than other people's.                                                                                  | 1 |
| 9. If someone takes advantage of me, I find a way of evening the score.                                                                           | 1 |
| 10. I feel I have a right to say no to other people's requests and to negotiate a compromise.                                                     | 4 |
| 11. If I am in a large meeting, I find I do not speak up.                                                                                         | 1 |
| 12. I like to be in control of a situation.                                                                                                       | 2 |
| 13. I stare people down.                                                                                                                          | 1 |
| 14. I make good eye contact with other people.                                                                                                    | 4 |
| 15. If I am unsure about a task that I have been given, I find it uncomfortable to ask for help.                                                  | 1 |
| 16. I talk about other people behind their backs.                                                                                                 | 2 |
| 17. When I have to deal with someone in authority, I find it difficult to look them directly in the eye.                                          | 1 |
| 18. I am a good listener and equally other people listen to what I have to say.                                                                   | 3 |
| 19. Rather than confronting someone about an issue, I would rather give them the cold shoulder or drop hints to other people that I am not happy. | 1 |
| 20. I am not afraid to be direct with someone, even if they think I am being rude.                                                                | 2 |

## Self-Assessment: Results

To assess your preferred communication style, transfer the scores you have given to each statement to the boxes below.

Then total each column downwards.

Look at the column where your score is the ***highest***.

This is the communication style you use ***most*** of the time.

|           |         |                    |            |
|-----------|---------|--------------------|------------|
| Q1 4      | Q3 1    | Q4 1               | Q2 2       |
| Q5 4      | Q6 2    | Q7 1               | Q8 1       |
| Q10 4     | Q11 1   | Q9 1               | Q12 2      |
| Q14 4     | Q15 1   | Q16 2              | Q13 1      |
| Q18 3     | Q17 1   | Q19 1              | Q20 2      |
| Total 19  | Total 6 | Total 6            | Total 8    |
| Assertive | Passive | Passive Aggressive | Aggressive |