TCC online

FINAL REPORT

Communication style questionnaire (WORK)

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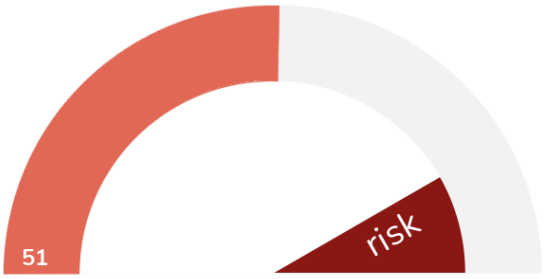
You now hold in your hands a report from Questionnaire of Communication Style – Assertiveness, which covers personality tendencies to solving both standard and difficult social communication situations, either in known or unknown environments. This questionnaire is related to four basic areas of communication and behaviour: adequate self-assertion ("I can assert myself"), the ability to stand by one´s decision or opinion and not let himself/herself 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")

VALIDITY SCALES

In addition to the main scales measuring the degree of assertive skills, the questionnaire also contains desirability scales that tell both about the reliability of the results and the risk of asserting oneself and one's needs. The results of the 2 scales are presented below:

1. *SOCIAL DESIRABILITY – A validity scale, "social desirability," warns of the possible tendency to offer socially desirable answers.*
2. *AGGRESSION – highlights the higher frequency of responses indicating a tendency to choose rather aggressive approaches at the expense of others.*

If the SOCIAL DESIRABILITY score exceeds the 85% threshold, the questionnaire results are not valid and tell more about the respondent's wish to be perceived. Similarly, if the AGGRESSION rate is above 85%, there is a tendency to choose inappropriate approaches and replace assertive behavior with rather aggressive behavior. Such behavior can cause conflict and interpersonal disharmony. Therefore, scores above 85% are risky on both scales.



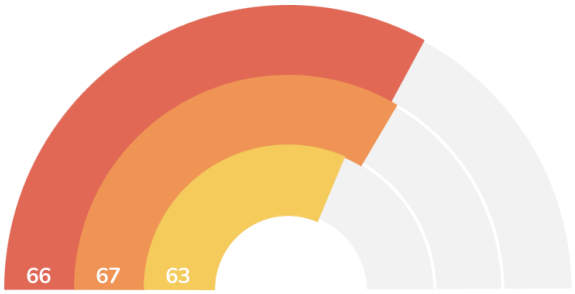
SOCIAL DESIRABILITY

AGGRESSION

The answers are indicative of reasonable openness.

At the same time, the answers indicate a slightly increased tendency to assert oneself through force and at the expense of others. Examples of behaviors associated with the risk of aggression are provided later in the report.

ASSERTIVENESS

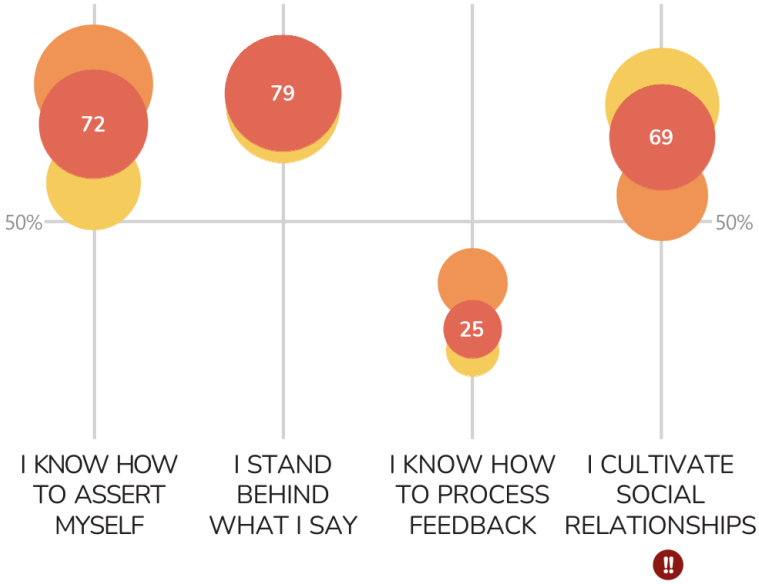


overall assertiveness

in familiar environment

in unfamiliar environment

MAIN AREAS OF ASSERTIVENESS



The graphs express the level of assertiveness and its distribution in the four basic areas in the form of percentiles, i.e., in comparison with the reference group. More information on the questionnaire, norms, and population against which the results are compared can be found at https://www.tcconline.cz/psychodiagnostika/.

The graphs show the overall level of assertiveness and the ability to apply assertive behavior in relation to loved ones or the wider environment in general. Where exclamation marks appear within the graph, they highlight areas where there is a higher risk of mistaking assertive behavior for aggression, i.e., asserting oneself at the expense of others. The number of exclamation marks can range from one to three.

PARTIAL CONTROL SCALES

The responses show a tendency to impatience and little willingness to listen. A higher tendency to aggression in the I CULTIVATE SOCIAL RELATIONSHIPS scale may have the following manifestations in some situations:

- inaccessibility to others, apparent unwillingness or refusal to be drawn into dialogue
- tendency to give in easily and quickly to negative emotions, especially anger or resentment

INTERPRETATION OF RESULTS

The overall level of assertiveness is average.

The results indicate very good ability to stand up for one's opinions and attitudes and defend them, whether in a familiar or unfamiliar environments, i.e., the ability to deal appropriately with aggression or attack. Such people can usually defend their views even when others disagree or convince them otherwise. They do not give in to pressure and maintain a steady position. They can appear firm or even unapproachable to others.

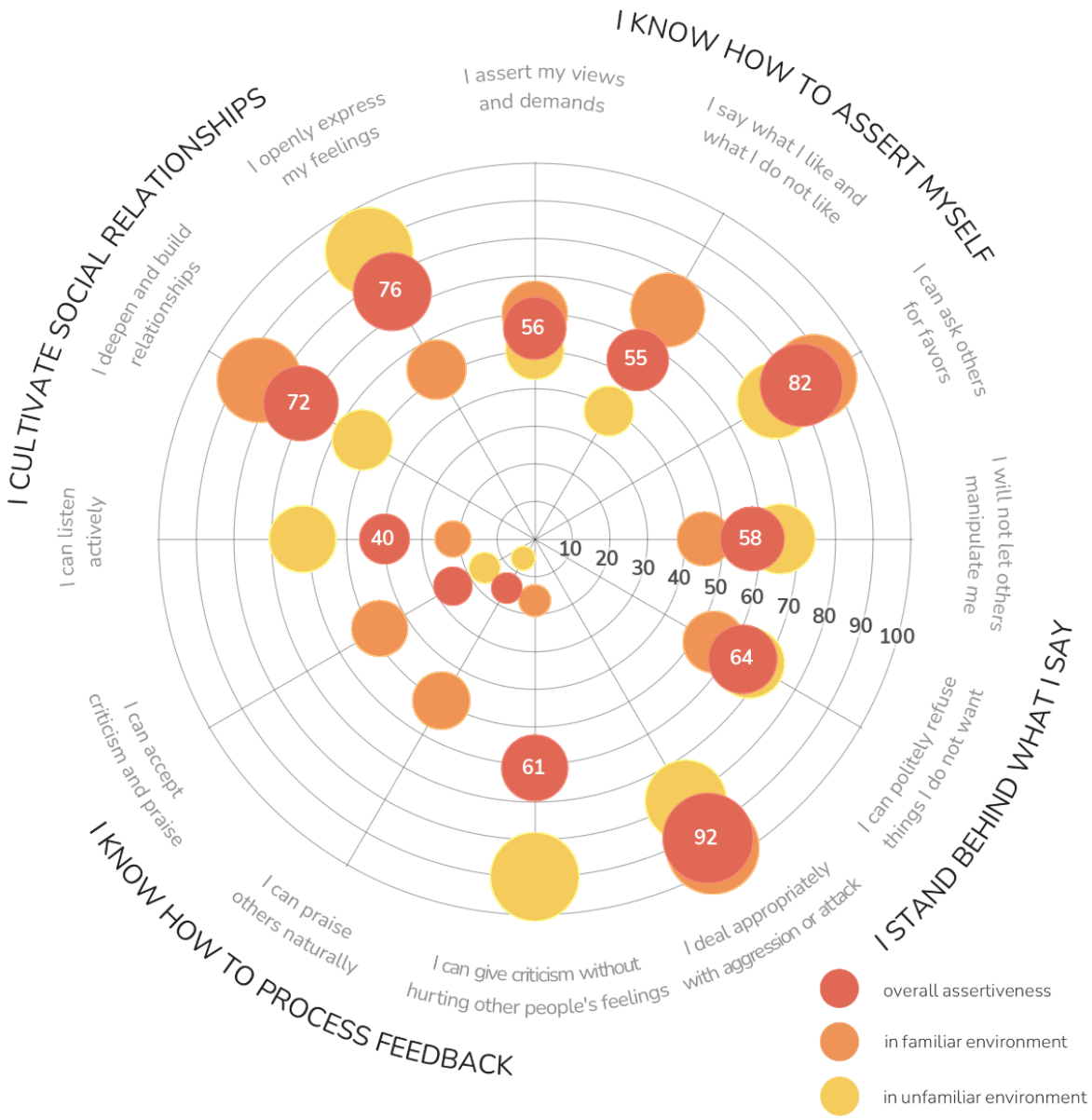
At the same time, the results show very good ability to assert oneself and one's needs, whether in a familiar or unfamiliar environments, i.e., the ability to ask others for favors. People with this profile can usually persuade others and get their way. They can appear confident to the point of self-assuredness. They have good negotiating skills. They are not afraid to present their views. They can take on the role of spokesperson or speak in front of a large group.

Further, the results point to good ability to develop relationships with other people. People with similar results express their feelings in situations with which they are comfortable. They can listen well if they want to, but it can cost them more energy. They maintain good relationships, which are important to them but do not always actively develop them.

At the same time, the values indicate lower ability to work with feedback, whether in a familiar or unfamiliar environments, i.e., the ability to praise others and accept feedback. People like this are apprehensive about feedback. They find situations where feedback is given stressful and tend to avoid them. They are not only uncomfortable with criticism but also with praise, which makes them uncomfortable.

PARTIAL SCALES OF ASSERTIVENESS

The graphs express the level of assertiveness in the twelve sub-scales in the form of percentiles, i.e., in comparison with the reference group. In addition to the overall level of assertiveness, results show whether a particular skill is more developed in relation to strangers or in relation to close people and what the variance is.



STRENGTHS

- **the ability to respond appropriately in conflict situations without giving in to verbal attacks or aggression; the ability not to be drawn into an argument**
- the ability to gain support and secure resources; the ability to cope with more difficult situations, to ask for help
- the ability to act naturally and authentically; transparency with others; the ability to engage and 'infect' others with emotion
- the ability to establish new relationships and deepen existing ones; an active interest in others; seeking appropriate opportunities for collaboration and networking

RECOMMENDATIONS

You probably don't praise others very much. Consider that praise and appreciation contribute to motivation and good relationships, are important to people, and make them feel that others appreciate their efforts and work. Choose simple and natural wording, and try to be authentic. Watch out for overly expressive language or overly general phrasing (e.g., "Perfect!"), which can come across as insincere or artificial.

You tend to take criticism personally and sensitively. You may become unnecessarily burdened or distressed by criticism. Likewise, you may be unable to enjoy praise because it makes you uncomfortable. Try to focus, despite your emotions, on how feedback can benefit you. Praise will help you name what you’re doing well and what you should continue doing. Negative feedback can direct you and help you be more successful.