ANNEXURE I & II
A STUDY ON PERSONALITY TYPES AND MANAGERIAL PERFORMANCE - AN ENQUIRY INTO THE NATURE OF THEIR RELATIONSHIPS

Dear Respondent,

As part of my doctoral work on the above topic, I will be obliged if you can spare some time in filling up the enclosed questionnaires. The findings of the study will be strictly confidential and used only for academic purpose. Kindly go through the directions carefully before filling up the inventories. Before you start on the questionnaires you are requested to fill in the following personal details.

Age :

Educational Qualification :

Upbringing : Please Mark ( X )

Rural ☐ Urban ☐

Surekha Rachel Zachariah
Research Scholar
Rajagiri College of Social Sciences
Kalamassery
MYERS – BRIGGS TYPE INDICATOR

DIRECTIONS

THERE ARE NO "RIGHT" OR "WRONG" ANSWER TO THESE QUESTIONS. YOUR ANSWERS WILL HELP SHOW HOW YOU LIKE TO LOOK AT THINGS AND HOW YOU LIKE TO GO ABOUT DECIDING THINGS. KNOWING YOUR OWN PREFERENCES AND LEARNING ABOUT OTHER PEOPLE'S CAN HELP YOU UNDERSTAND WHERE YOUR SPECIAL STRENGTHS ARE. WHAT KINDS OF WORK YOU MIGHT ENJOY AND BE SUCCESSFUL DOING. AND HOW PEOPLE WITH DIFFERENT PREFERENCES CAN RELATE TO EACH OTHER AND BE VALUABLE TO SOCIETY.

READ EACH QUESTION CAREFULLY AND CIRCLE ONE OF THE TWO CHOICES WHICH APPLIES TO YOU AND IS MORE TYPICAL OF YOUR BEHAVIOR THAN THE OTHER.

1. DO YOU TEND TO BE
   a. TALKATIVE EVEN AMONG STRANGERS.  
   b. QUIET EXCEPT AMONG FRIENDS OR RELATIVES.

2. ARE YOU BETTER AT:
   a. OBSERVING THE STATUS QUO (THE WAY THINGS ARE).  
   b. SEEING POSSIBILITIES.

3. WHICH UPSETS YOU MORE:
   a. ILLOGICAL IDEAS OR ACTIONS  
   b. HUMAN CONFLICTS

4. DO YOU USUALLY ACT:
a. ACCORDING TO SOME PLAN
b. SPONTANEOUSLY

5. WHEN FACED WITH NEW EXPERIENCES, DO YOU:
   a. USUALLY JOIN RIGHT IN
   b. HESITATE BEFORE JOINING

6. WHEN ARE YOU AT YOUR BEST:
   a. WORKING WITH DETAILS
   b. WORKING WITH OVERALL PATTERNS

7. WHEN GIVING BAD NEWS, DO YOU TEND TO BE:
   a. TOO BLUNT
   b. TOO TACTFUL

8. ARE YOU MORE OFTEN:
   a. TOO DECISIVE
   b. TOO INDECISIVE

9. DO YOU SPEND MORE TO ME ON:
   a. ACTIVITIES WITH PLENTY OF ACTION
   b. QUIET ACTIVITIES

10. ARE YOU MORE INTERESTED IN:
    a. ESTABLISHED FACTS
    b. NEW THEORIES

11. WHEN JUDGING PEOPLE, DO YOU TEND TO:
    a. APPLY THE SAME RULES TO EVERYONE EQUALLY
    b. SHOW SOME SPECIAL SYMPATHY FOR INDIVIDUAL CIRCUMSTANCES

12. IS IT MORE COMFORTABLE FOR YOUR PLANS TO BE:
    a. DECIDED
    b. LEFT OPEN

13. AT A GATHERING OR A PARTY, WOULD YOU BE:
    a. NEAR THE CENTER OF ACTIVITIES
    b. OFF TO THE SIDE, WITH ONE OR TWO OTHERS

14. YOU DO BETTER IN JOBS REQUIRING:
    a. CAREFUL CHECKING OF FACTS AND FIGURES
    b. NEW APPROACHES AND INVENTIVE IDEAS

15. IS YOUR EVALUATION STYLE:
    a. ABSTRACT AND IMPERSONAL, AS IF YOU ARE NOT INVOLVED
    b. PERSONAL, AS IF YOU ARE ALWAYS INVOLVED

16. IS IT EASIER FOR YOU:
    a. TO MEET DEADLINES
    b. TO ADAPT TO LAST MINUTE CHANGES

17. DURING INTRODUCTIONS, DO YOU USUALLY:
18. ARE YOU:
   a. VERY PRACTICAL  □  b. VERY IMAGINATIVE □
19. ARE YOU MORE CONCERNED WITH:
   a. IDEAS THAT ARE LOGICAL □
   b. PEOPLES FEELINGS AND HARMONY □
20. DO YOU FIND CHOICE -MAKING:
   a. EASY □  b. DIFFICULT □
21. WHAT KINDS OF FRIENDSHIPS DO YOU HAVE:
   a. MANY NOT-SO-CLOSE FRIENDSHIPS □
   b. A FEW CLOSE FRIENDSHIPS □
22. DO YOU LIKE TO SOLVE PROBLEMS WITH:
   a. STANDARD PROCEDURES AND ROUTINES □
   b. NOVEL APPROACHES □
23. DO YOU GENERALLY:
   a. NEED TO THINK HOW YOU FEEL ABOUT A PERSON OR SITUATION □
   b. KNOW WITHOUT THINKING HOW YOU FEEL ABOUT A PERSON OR SITUATION □
24. DO YOU LIVE YOUR LIFE:
   a. ACCORDING TO MANY PLANS □
   b. FOR THE MOMENT □
25. DO YOU TEND TO:
   a. START TALKING BEFORE THINKING □
   b. ANSWER CAREFULLY ONLY AFTER THINKING □
26. WHICH DESCRIBES YOU BETTER:
   a. VERY REALISTIC □  b. VERY CREATIVE □
27. IN PROBLEM-SOLVING, DO YOU:
   a. SOMETIMES FORGET ABOUT OTHER PEOPLES FEELINGS □
   b. ALWAYS CAREFULLY CONSIDER OTHERS FEELINGS. □
28. WHICH TERM DESCRIBES YOU MOST ACCURATELY:
   a. ORGANIZED □  b. FLEXIBLE □
29. WHILE WORKING, DO YOU:
   a. RESPOND POSITIVELY TO INTERRUPTIONS □
   b. OBJECT TO, OR IGNORE INTERRUPTIONS □
30. IS YOUR LEARNING STYLE:
31. IN PRACTICE, WHICH DO YOU VALUE MORE:
   a. TRUTH  
   b. HARMONY

32. DO YOU TEND TO:
   a. FINISH IMPORTANT MATTERS AHEAD OF TIME
   b. POSTPONE IMPORTANT MATTERS UNTIL LAST MINUTE

33. ARE YOU USUALLY
   a. A GOOD “MIXER”
   b. RATHER QUIET AND RESERVED

34. IF YOU WERE A TEACHER, WOULD YOU RATHER TEACH:
   a. FACT COURSES (HISTORY, GEOGRAPHY, SCIENCES, ENGINEERING MEDICINE)
   b. COURSES INVOLVING THEORY (PSYCHOLOGY, PHILOSOPHY, ECONOMICS, POLITICS, PURE MATHEMATICS)

35. DO YOU MORE OFTEN LET:
   a. YOUR HEAD RULE YOUR HEART
   b. YOUR HEART RULE YOUR HEADE

36. WHEN YOU GO SOMEWHERE FOR THE DAY, WOULD YOU RATHER:
   a. PLAN WHAT YOU WILL DO AND WHEN
   b. JUST GO

37. WHEN YOU ARE WITH A GROUP OF PEOPLE, WOULD YOU
   USUALLY RATHER:
   a. JOIN IN THE TALK OF THE GROUP
   b. TALK WITH ONE PERSON AT A TIME

38. DO YOU USUALLY GET ALONG BETTER WITH:
   a. REALISTIC PEOPLE
   b. IMAGINATIVE PEOPLE

39. IS IT A HIGHER COMPLIMENT TO BE CALLED:
   a. A CONSISTENTLY REASONABLE PERSON
   b. A PERSON OF REAL FEELING

40. DO YOU PREFER TO:
   a. ARRANGE PARTIES AND GET-TOGETHERS WELL IN ADVANCE
   b. BE FREE TO DO WHATEVER LOOKS LIKE FUN WHEN THE TIME COMES
41. IN A LARGE GROUP, DO YOU MORE OFTEN:
   a. INTRODUCE OTHERS □
   b. GET INTRODUCED □

42. WOULD YOU RATHER BE CONSIDERED:
   a. A PRACTICAL PERSON □
   b. AN IGGENIOUS PERSON, CLEVER AT INVENTING, ORGANISING etc. □

43. DO YOU USUALLY:
   a. VALUE LOGIC MORE THAN SENTIMENT □
   b. VALUE SENTIMENT MORE THAN LOGIC □

44. ARE YOU MORE SUCCESSFUL:
   a. AT FOLLOWING A CAREFULLY WORKED OUT PLAN □
   b. AT DETAILING WITH THE UNEXPECTED AND SEEING QUICKLY WHAT SHOULD BE DONE.

45. DO YOU TEND TO HAVE:
   a. BROAD FRIENDSHIPS WITH MANY DIFFERENT PEOPLE □
   b. DEEP FRIENDSHIPS WITH A VERY FEW PEOPLE □

46. DO YOU ADMIRE MORE PEOPLE WHO ARE:
   a. CONVENTIONAL ENOUGH NEVER TO MAKE THEMSELVES CONSPICUOUS □
   b. TOO ORIGINAL AND INDIVIDUAL TO CARE WHETHER THEY ARE CONSPICUOUS OR NOT □

47. DO YOU FEEL IT IS A WORSE FAULT TO BE:
   a. UNREASONABLE □
   b. UNSYMPATHETIC □

48. DOES FOLLOWING A SCHEDULE:
   a. APPEAL TO YOU □
   b. CRAMP, RESTRICT OR CONFINE YOU □

49. AMONG YOUR FRIENDS, ARE YOU:
   a. FULL OF NEWS ABOUT EVERYBODY □
   b. ONE OF THE LAST TO HEAR WHAT IS GOING ON □

50. WOULD YOU RATHER HAVE AS A FRIEND:
   a. SOMEONE WHO HAS BOTH FEET ON THE GROUND, REALISTICE AND PRAGMATIC □
b. SOMEONE WHO IS ALWAYS COMING UP WITH NEW IDEAS

51. WOULD YOU RATHER BE FRIENDLY WITH SOMEONE WHO IS:
   a. ALWAYS FAIR
   b. ALWAYS KIND

52. DOES THE IDEA OF MAKING A LIST OF WHAT YOU SHOULD GET DONE OVER A WEEKEND:
   a. APPEAL TO YOU
   b. POSITIVELY DEPRESS YOU

53. DO YOU:
   a. TALK EASILY TO ALMOST ANYONE FOR AS LONG AS YOU HAVE TO
   b. FIND A LOT TO SAY ONLY TO CERTAIN PEOPLE OR UNDER CERTAIN CONDITIONS

54. IN READING FOR PLEASURE, DO YOU:
   a. LIKE WRITERS TO SAY EXACTLY WHAT THEY MEAN
   b. ENJOY ODD OR ORIGINAL WAYS OF SAYING THINGS

55. DO YOU FEEL IT IS A WORSE FAULT:
   a. TO SHOW TOO MUCH WARMTH
   b. NOT TO HAVE ENOUGH WARMTH

56. IN YOUR DAILY WORK, DO YOU:
   a. USUALLY PLAN YOUR WORKS SO THAT YOU WON'T NEED TO WORK UNDER PRESSURE
   b. RATHER ENJOY AN EMERGENCY THAT MAKES YOU WORK AGAINST TIME

57. CAN THE NEW PEOPLE YOU MEET TELL WHAT YOU ARE INTERESTED IN:
   a. RIGHT AWAY
   b. ONLY AFTER THEY REALLY GET TO KNOW YOU

58. IN DOING SOMETHING THAT MANY OTHER PEOPLE DO, DOES IT APPEAL TO YOU MORE TO:
   a. DO IT IN THE ACCEPTED WAY
   b. INVENT A WAY OF YOUR OWN

59. ARE YOU MORE CAREFUL ABOUT:
a. PEOPLE'S RIGHTS □
b. PEOPLE'S FEELINGS□

60. WHEN YOU HAVE A SPECIAL JOB TO DO, DO YOU LIKE TO:
   a. ORGANIZE IT CAREFULLY BEFORE YOU START □
   b. FIND OUT WHAT IS NECESSARY AS YOU GO ALONG □

61. DO YOU USUALLY:
   a. SHOW YOUR FEELINGS FREELY □
   b. KEEP YOUR FEELINGS TO YOURSELF □

62. IS IT HIGHER PRAISE TO SAY SOMEONE HAS:
   a. COMMON SENSE □
   b. VISION □

63. WHEN THE TRUTH WOULD NOT BE POLITE, ARE YOU MORE LIKELY TO TELL:
   a. THE IMPOLITE TRUTH □
   b. A POLITE LIE □

64. WHEN IT IS SETTLED WELL IN ADVANCE THAT YOU WILL DO A CERTAIN THING AT A CERTAIN TIME, DO YOU FIND IT:
   a. NICE TO BE ABLE TO PLAN ACCORDINGLY □
   b. A LITTLE UNPLEASANT TO BE TIED DOWN □

65. DO YOU:
   a. TALK THINGS OVER IN ORDER TO UNDERSTAND THEM AND GENERALLY PREFER ORAL COMMUNICATION □
   b. THINK THINGS THROUGH IN ORDER TO UNDERSTAND THEM AND GENERALLY PREFER WRITTEN COMMUNICATION □

66. DO YOU USUALLY FIND IT:
   a. DIFFICULT TO DISTINGUISH 'FOREST' FROM THE 'TREES' □
   b. DIFFICULT TO DISTINGUISH THE 'TREES' FROM THE 'FOREST' □

67. WOULD ONE OF YOUR LIMITATIONS MORE LIKELY TO BE:
   a. RELIANCE ON REASON AND LOGIC FOR DEALING WITH ALL EXPERIENCE □
   b. RELUCTANCE TO CONFRONT OTHERS WITH THEIR PROVOCATIVE BEHAVIOUR WHEN NEEDED □

68. IS IT HARDER FOR YOU TO ADAPT TO:
   a. CONSTANT CHANGE □
69. AT A PARTY, DO YOU:
   a. INTERACT WITH MANY, INCLUDING STRANGERS
   b. INTERACT WITH A FEW, KNOWN TO YOU

70. IS IT WORST TO:
   a. HAVE YOUR "HEAD IN THE CLOUDS"
   b. BE "IN A RUT"

71. ARE YOU MORE DRAWN TOWARDS THE:
   a. CONVINCING
   b. TOUCHING

72. DO YOU TEND TO CHOOSE:
   a. RATHER CAREFULLY
   b. SOMEWHAT IMPULSIVELY

73. AT PARTIES, DO YOU:
   a. STAY LATE, WITH INCREASING ENERGY
   b. LEAVE EARLY, WITH DECREASED ENERGY

74. ARE YOU MORE ATTRACTED TO:
   a. SENSIBLE PEOPLE
   b. IMAGINATIVE PEOPLE

75. IN JUDGING OTHERS ARE YOU MORE SWAYED BY:
   a. LAWS THAN CIRCUMSTANCES
   b. CIRCUMSTANCES THAN LAWS

76. ARE YOU MORE:
   a. PUNCTUAL
   b. LEISURELY

77. IN YOUR SOCIAL GROUPS, DO YOU:
   a. KEEP ABRSEAST OF OTHER'S HAPPENINGS
   b. GET BEHIND ON THE NEWS

78. IN DOING ORDINARY THINGS ARE YOU MORE LIKELY TO:
   a. DO IT THE USUAL WAY
   b. DO IT YOUR OWN WAY

79. WHICH APPEALS TO YOU MORE:
   a. CONSISTENCY OF THOUGHT
   b. HARMONIOUS HUMAN RELATIONSHIPS
80. WOULD YOU SAY YOU ARE MORE:
   a. SERIOUS AND DETERMINED □
   b. EASY-GOING □

81. IN PHONING, DO YOU:
   a. RARELY WORRY THAT IT WILL ALL BE SAID □
   b. REHEARSE WHAT YOU WILL SAY □

82. ARE VISIONARIES:
   a. SOMewhat ANNOYING □
   b. RATHER FASCINATING □

83. IS IT WORSE TO BE:
   a. UNJUST □
   b. MERCILESS □

84. SHOULD ONE USUALLY LET EVENTS OCCUR:
   a. BY CAREFUL SELECTION AND CHOICE □
   b. RANDOMLY AND BY CHANGE □

85. WHILE IN COMPANY DO YOU:
   a. INITIATE CONVERSATION □
   b. WAIT TO BE APPROACHED □

86. CHILDREN OFTEN DO NOT:
   a. MAKE THEMSELVES USEFUL ENOUGH □
   b. EXERCISE THEIR FANTASY ENOUGH □

87. IN MAKING DECISIONS DO YOU FEEL MORE COMFORTABLE WITH:
   a. STANDARDS □
   b. FEELINGS □

88. WHICH IS MORE ADMIRABLE:
   a. THE ABILITY TO ORGANIZE AND BE METHODICAL □
   b. THE ABILITY TO ADAPT AND MAKE DO (MANAGE WITH OR COPE WITH) □

89. DOES NEW AND NON-ROUTINE INTERACTION WITH OTHERS:
   a. STIMULATE AND ENERGIZE YOU □
   b. TAX YOUR RESERVES □

90. ARE YOU MORE LIKELY TO:
   a. SEE HOW OTHERS ARE USEFUL □
   b. SEE HOW OTHERS SEE □
91. WHICH IS MORE SATISFYING:
   a. TO DISCUSS AN ISSUE THOROUGHLY
   b. TO ARRIVE AT AGREEMENT ON AN ISSUE

92. DO YOU TEND TO LOOK FOR:
   a. THE ORDERLY
   b. WHATEVER TURNS UP

93. DO YOU PREFER:
   a. MANY FRIENDS WITH BRIEF CONTACT
   b. A FEW FRIENDS WITH MORE LENGTHY CONTACT

94. DO YOU GO MORE BY:
   a. FACTS
   b. PRINCIPLES

95. WHICH IS MORE OF A COMPLIMENT:
   a. "THERE IS A VERY LOGICAL PERSON"
   b. "THERE IS A VERY SENTIMENTAL PERSON"

96. ARE YOU MORE COMFORTABLE:
   a. AFTER A DECISION
   b. BEFORE A DECISION

97. DO YOU:
   a. SPEAK EASILY AND AT LENGTH WITH STRANGERS
   b. FIND LITTLE TO SAY TO STRANGERS

98. ARE YOU MORE LIKELY TO TRUST YOUR:
   a. EXPERIENCE
   b. HUNCH OR SIXTH SENSE

99. ARE YOU INCLINED MORE TO BE:
   a. FAIR-MINDED
   b. SYMPATHETIC

100. IS IT PREFERABLE MOSTLY TO:
    a. MAKE SURE THINGS ARE ARRANGED
    b. JUST LET THINGS HAPPEN

101. WHEN THE COMMON PHONE RINGS DO YOU:
    a. HASTEN TO GET TO IT FIRST
    b. HOPE SOMEONE ELSE WILL ANSWER

102. DO YOU PRIZE MORE IN YOURSELF:
a. A STRONG SENSE OF REALITY
b. A VIVID IMAGINATION

103. WHICH SEEMS THE GREATER ERROR:
a. TO BE PASSIONATE
b. TO BE TOO OBJECTIVE

104. ARE YOU A PERSON THAT IS MORE:
a. ROUTINIZED THAN WHIMSICAL
b. WHIMSICAL THAN ROUTINIZED

105. ARE YOU MORE INCLINED TO BE:
a. EASY TO APPROACH
b. SOMewhat RESERVED

106. IN WRITINGS DO YOU PREFER:
a. THE MORE LITERAL
b. THE MORE FIGURATIVE

107. WHICH DO YOU WISH MORE FOR YOURSELF:
a. CLARITY OF REASON
b. STRENGTH OF COMPASSION

108. DO YOU TEND TO BE MORE:
a. DELIBERATE THAN SPONTANEOUS
b. SPONTANEOUS THAN DELIBERATE

109. DO YOU PREFER:
a. MAKING DECISION AFTER FINDING OUT WHAT OTHERS THINK
b. MAKING DECISION WITHOUT CONSULTING OTHERS

110. DO YOU PREFER:
a. USING METHODS YOU KNOW WELL THAT ARE EFFECTIVE TO GET THE JOB DONE
b. TRYING TO THINK OF NEW METHODS OF DOING TASKS WHEN CONFRONTED WITH THEM

111. DO YOU PREFER:
a. DRAWING CONCLUSIONS BASED ON UNEMOTIONAL LOGIC AND STEP-BY-STEP ANALYSIS
b. DRAWING CONCLUSIONS BASED ON WHAT YOU FEEL AND BELIEVE ABOUT LIFE & PEOPLE FROM PAST EXPERIENCES

112. DO YOU PREFER:
a. GETTING THE INFORMATION NEED, CONSIDERING IT FOR A WHILE, AND THEN MAKING A FAIRLY QUICK, FIRM DECISION
b. CONSIDERING EVERY POSSIBLE ANGLE FOR LONG TIME BEFORE & AFTER MAKING DECISION

113. DO YOU PREFER:
   a. TALKING FREELY FOR AN EXTENDED PERIOD AND THINKING TO YOURSELF AT AFTER TIME
   b. TALKING FOR A WHILE AND THEN THINKING TO YOURSELF ABOUT THE SUBJECT

114. DO YOU PREFER:
   a. BEING CALLED FACTUAL & ACCURATE
   b. BEING CALLED IMAGINATIVE OR INTUITIVE

115. DO YOU PREFER:
   a. USING DATA, ANALYSIS & REASON TO MAKE DECISIONS
   b. USING COMMONSENSE & CONVICTION TO MAKE DECISIONS

116. DO YOU PREFER:
   a. PREDICTABILITY AND KNOWING IN ADVANCE
   b. CHANGE AND KEEPING OPTIONS OPEN

117. DO YOU PREFER:
   a. COMMUNICATING FREELY YOUR INNER THINKING & FEELINGS
   b. COMMUNICATING LITTLE OF YOUR INNER THINKING & FEELINGS

118. DO YOU PREFER:
   a. THE CONCRETE OR REAL
   b. THE ABSTRACT OR THEORETICAL

119. DO YOU PREFER:
   a. VERIFIABLE CONCLUSIONS
   b. CONVICTIONS

120. DO YOU PREFER:
   a. KEEPING APPOINTMENTS & NOTES ABOUT COMMITMENTS IN NOTE BOOKS OR IN APPOINTMENT BOOKS AS MUCH AS POSSIBLE
   b. USING APPOINTMENT BOOKS & NOTEBOOKS AS MINIMALLY AS POSSIBLE (ALTHOUGH YOU MAY USE THEM)

121. DO YOU PREFER:
   a. DISCUSSING A NEW, UNCONSIDERED ISSUE AT LENGTH IN A GROUP
b. PUZZLING OUT ISSUES IN YOUR MIND, THEN SHARING THE RESULTS
WITH ANOTHER REASON

122. DO YOU PREFER:
   a. EXAMINING DETAILS OF THE ACTUAL
   b. IMAGINING THE NONEXISTENT

123. DO YOU PREFER:
   a. USING YOUR ABILITY TO ANALYZE SITUATIONS
   b. EXPERIENCING EMOTIONAL SITUATIONS, DISCUSSIONS, MOVIES

124. DO YOU PREFER:
   a. KNOWING WELL IN ADVANCE WHAT YOU ARE EXPECTED TO DO
   b. BEING FREE TO DO THINGS ON THE SPUR OF THE MOMENT
## Assertiveness Inventory

Read each statement carefully and mark (X) as your response on the column for Always, Sometimes, Never.

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Statements</th>
<th>Always</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I can express my feelings openly to others.</td>
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<tr>
<td>2</td>
<td>When a person treats me unfairly, I call attention to it.</td>
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<tr>
<td>3</td>
<td>I can easily admit mistakes.</td>
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<td>4</td>
<td>When asked to do a job I dislike, I can express my feelings about the job.</td>
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<tr>
<td>5</td>
<td>I believe I have the ability to accomplish most tasks that I begin.</td>
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<td>6</td>
<td>I do not have a difficult time telling others “no”.</td>
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<td>7</td>
<td>I do not mind being watched when I work.</td>
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<td>8</td>
<td>Eye contact is important when talking and I try to maintain it.</td>
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<tr>
<td>9</td>
<td>When I get mad, I try not to show feelings through anger, frustration or disappointment</td>
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<tr>
<td>10</td>
<td>I believe that what I want or need is as important as the wants and needs of others.</td>
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<td>11</td>
<td>If someone is demonstrating an irritating habit, I feel free to ask the person to stop.</td>
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<td>12</td>
<td>I can deal with conflict in an adult manner</td>
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<tr>
<td>13</td>
<td>When someone shoves in front of me, I usually call their attention to it</td>
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<td>14</td>
<td>When someone criticizes me, I try to learn from it</td>
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<tr>
<td>15</td>
<td>When I don’t agree with a person, I can gently express my disagreement</td>
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