

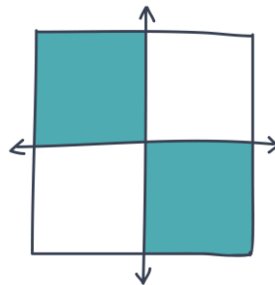
Social Styles Self-Assessment

“The best communicators are those who can adapt their styles to suit those of other people.”

Ama Verdi-Ashton, 2009

Social styles' theory was developed by two psychologists – Reid and Merrill, who found that everyone has natural behaviours and a preferred style of communication. The theory has been widely used to help individuals to identify their own style preferences and learn how to adapt their style to improve interpersonal relationships.

Take this self-assessment, which is designed to provide an indication of your natural behaviours.



Instructions

Answer all questions

Total your score on Assertiveness and divide by 15.

Total your score on Responsiveness and divide by 15.

Plot the two average scores on the chart.

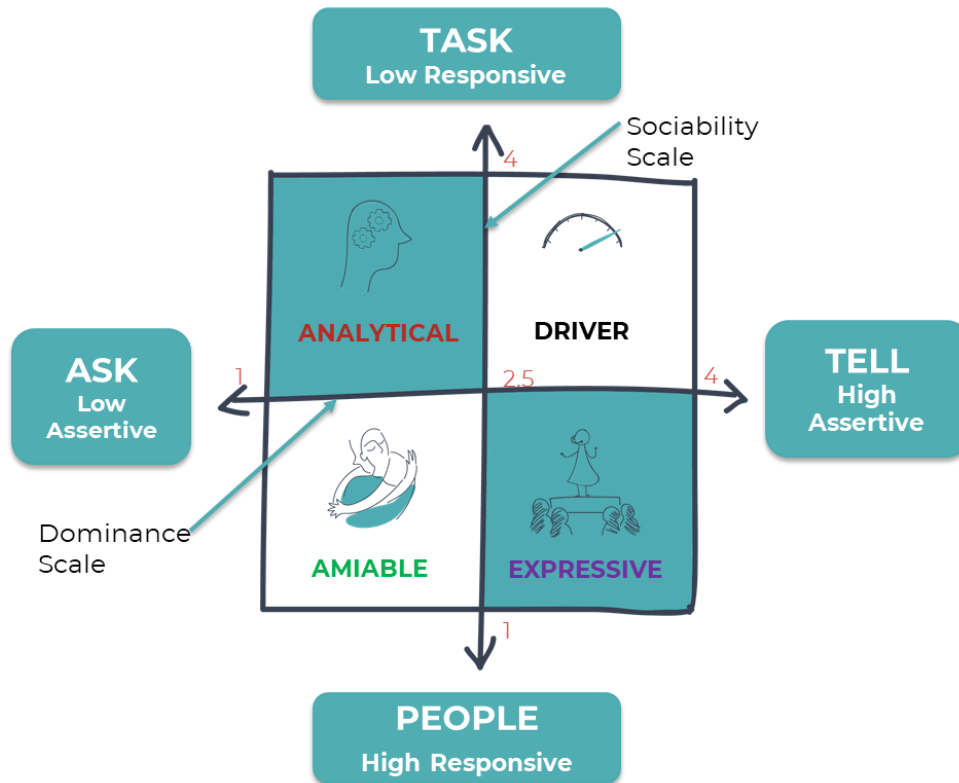


Select the word that best describes you.

Assertiveness Ratings I perceive myself as:				Responsiveness Ratings I perceive myself as:			
Quiet		Talkative		Open		Closed	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Slow to Decide		Fast to Decide		Impulsive		Deliberate	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Going along		Taking charge		Using opinions		Using facts	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Supportive		Challenging		Informal		Formal	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Compliant		Dominant		Emotional		Unemotional	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Deliberate		Fast to Decide		Easy to know		Hard to know	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Asking questions		Making statements		Warm		Cool	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Cooperative		Competitive		Excitable		Calm	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Avoiding risks		Taking risks		Animated		Poker-faced	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Slow, studied		Fast-paced		People-oriented		Task-oriented	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Cautious		Carefree		Spontaneous		Cautious	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Indulgent		Firm		Responsive		Non-responsive	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Non-assertive		Assertive		Humorous		Serious	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Mellow		Matter of fact		Impulsive		Methodical	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Reserved		Outgoing		Lighthearted		Intense	
1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>
Total Score = /15 Mark on the Sociability (horizontal) scale				Total Score = /15 Mark on the Dominance (vertical) scale			



Plot yourself on the social styles' matrix



Assertiveness	Dominance	The degree to which a person attempts to control situations or the thoughts and actions of others.
Responsiveness	Sociability	The readiness with which a person outwardly displays emotions or feelings and develops relationships.
Driver	Sensor	Quick reactions to here and now sensory input
Expressive	Intuitive	Imagination and thought
Amiable	Feeling	Emotional and personal reactions to experiences
Analytical	Thinking	Logically organizing and analyzing data



Styles Detailed Descriptions

AMIABLE: (High Responsiveness, Low Assertiveness)

The amiable person likes other people's company, though is more of a listener than a talker.

Expressive people find them useful because they are prepared to listen to what they are saying.

They are loyal, personable and show patience when dealing with other people. They may however not be perceived as people "who get things done" because they spend more time developing relationships with others. They are also unlikely to take risks as they need to have the feeling of security.

In difficult situations, they are likely to avoid the situation and lack conviction of their feelings and if pushed likely to make promises that they cannot keep.

Drivers often find them frustrating because they want a straight answer and the amiable can find this difficult to deliver.

Summary:

Characteristics: Loyal, personable, patient, uncomfortable with risk, non-confrontational, dislike pressure, enjoy the company of others.

In conflict: Likely to be "passive", lack conviction, avoidance,

Solution: Reassure, support, confirm commitment

Basic Need: Security

EXPRESSIVE: (High Responsiveness, High Assertiveness)

The expressive likes the company of other people, though unlike, the amiable this is because they need to "express" themselves. Amiables complement them very well, unless the expressive becomes too aggressive and puts them off.

They can be good people to have at a party, because they're enthusiastic, dramatic and "interesting" people to have around. However, if they don't receive the attention they crave, they can get upset and even "difficult" to deal with.

In conflict, they become emotional, prone to exaggeration and unpredictable.

The best way to deal with this is to let them calm down. Try not to fuel the fire by saying anything controversial.

Summary:

Characteristics: People orientated, centre of attention, positive, emotional, talkative, enthusiastic, dramatic.

In conflict: Unpredictable, emotional.

Solutions: Allow them time to gain composure, ask questions, problem solve.

Basic Need: Recognition



ANALYTICAL: Low Responsiveness, Low Assertiveness

Analytical people can appear unsociable, especially to Amiables and Expressives. They may seem serious and indecisive. This is because they need to look at every conceivable angle before they feel satisfied. A consequence of this is that they are persistent in their questioning and focus on detail and facts. However, once they have made a decision, they stick with it as they invariably feel that it is infallible.

In conflict, they can "whine", become sarcastic and are often negative.

Summary:

Characteristics: Serious, mull matters over, Indecisive, persistent, ask lots of questions, attention to detail.

In conflict: whining, sarcastic, negative

Solution: Keep to the facts, don't agree with them, listen attentively

Basic Need: To be correct

DRIVER: Low responsiveness, high assertiveness

Drivers are task orientated and expect efficiency from everyone with whom they come into contact.

Little emphasis is placed on building relationships with other people. They can be perceived as aggressive and uncaring, especially by amiables, though are often needed to take risks and push things through. In conflict, they will try to "steam roller" over anyone who comes in their way.

Summary:

Characteristics: Task orientated, clearly defined goals, committed, determined, risk takers, efficient.

In conflict: Aggressive, rude, abrupt,

Solutions: Be assertive and firm, have a solution to the problem, listen.

Basic Need: To be in control



Style Summary

	Driver	Expressive	Amiable	Analytical
Backup Style	Autocratic	Attacker	Acquieser	Avoider
Measures personal value by	Results	Applause	Security	Accuracy 'being right'
For growth, needs to	Listen more	Check behaviour	Initiative more	Decide
Needs climate that	Allows to build own structure	Inspires to reach goals	Provides details	Suggests
Take time to be	Efficient	Stimulating	Agreeable	Accurate
Support their	Conclusions & actions	Dreams & intuition	Relationships & feelings	Principles & thinking
Present benefits that tell	What	Who	Why	How
For decisions give them	Options & probabilities	Testimonials & incentives	Guarantees & assurances	Evidence & service
Their speciality is	Controlling	Socialising	Supporting	Technical

