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Survey number one tested my assertiveness and responsiveness as a communicator. It consisted of twenty personality characteristics, and I had to determine how much each characteristic applied to the way I interact with others. After taking the survey, my end score came up to a 31 in assertiveness and a 48 in responsiveness. According to the scoring instructions, scores above 34 indicate high assertiveness and responsiveness, anything below 26 indicates low levels, and scores between 34 and 26 indicate moderate levels. This means that, according to the test, I am at a moderate level of assertiveness and a high level of responsiveness when interacting with others.

I would say I agree with the outcome of this survey. There are many times when I have noticed myself being more open to helping people and accepting their requests (being responsive) rather than asking for help for my own benefit (being assertive). I believe this is because I do not like the feeling of being a bother or inconvenience to whoever I ask for help. I would instead try to do something on my own and struggle until I finally ask someone for help. I do consider myself a leader in the extracurricular activities I participate in. During these times, I have found myself nicely “telling” someone to do something, which is why having a moderate level score for assertiveness makes sense. When considering my high responsiveness score, I tend to find myself in situations where I empathize and sympathize with the people who ask me for help. This may be why I am so open to saying yes when others ask me to do something for them and why my score on this survey was so high for responsiveness.

I do have room for improvement as an interpersonal communicator. Although being kind and helpful are good traits to have, I can also work on not always trying to please everyone. I can also encourage myself to ask for help as it will save me from stress and further struggles when

trying to complete a simple task. Overall, this survey is pretty accurate to the type of person and communicator I am, although there is always room to be better.

The second survey tested the reasons why I talk to other people. The different motives tested for talking to people were pleasure, affection, inclusion, escape, relaxation, and control. Before totaling my points, the survey indicated that a motive score of 9 or more in any category indicated a high motivation level, and a score of 8 or less indicated a low motivation level. After taking the survey and adding my points, I received a 12 for pleasure, 15 for affection, 7 for inclusion, 6 for escape, 9 for relaxation, and 3 for control. According to the test, this means that my motivation levels for communicating with others are high for pleasure, affection, and relaxation and low for inclusion, escape, and control.

I agree with the scores I received on this survey. I have noticed that I communicate with others either for fun, to have nice conversations and because it sometimes relaxes me. As a communication major, obviously speaking is something that I love to do. I engage in conversation with others because I have a good time doing so, and I find it fun, as most conversations result in me smiling or laughing. This reinforces the reasons why pleasure was one of my highest motivation level scores. A lot of the time, I find myself engaging in small talk to either ask someone how their day was or to wish them a good day. When it comes to family and friends, people who are more comfortable talking to express their feelings to me, I speak to them in order to help them if they are struggling with anything or to let them know I am there for them. This is why affection is my highest score on this survey. I can see why control, escape, and inclusion are my three lowest scores. For one, I have never experienced the feeling of engaging in conversation just because I am lonely. I occasionally feel the need to speak to someone when I am going through a hard time, but in those cases, I talk to relax; I do not necessarily talk about

my problems. I also try to keep conversing to a minimum when I have something important to do, which indicates the low score for escape. I also never speak to others with the intent to control them or “make them do something for me,” which indicates the very low score for control.

Regarding this survey and these results, I do not think there is anything I necessarily have to improve about myself as a person or as a communicator. I feel that these scores show that I engage and communicate with others for a good reason (pleasure, affection, and relaxation). If I scored exceptionally high in inclusion, escape, and control, I feel I would have to improve, but because I did not, I am content with the type of communicator this survey presents me to be.

Survey three was one of the more interesting ones for me because it made me reflect on my feelings toward my relationship with my roommate Jayna. As I barely met her this year, I decided this was the perfect person to choose for this type of survey. It directed me to circle the number that best represented my feelings. According to the survey, numbers 1 and 7 indicate very strong feelings, 2 and 6 indicated strong feelings, 3 and 5 indicated fairly weak feelings, and 4 being undecided or unknown. The scoring was a bit tricky for this survey. Still, with them, I learned that my attitude homophily (similarities in personality, values, thinking, and behavior) score in our friendship was 24, and our background homophily (similarities in social class, race, religion, and family history) was a score of 15.

Considering how long I have been part of this friendship and how we act toward one another, I would say the score is relatively accurate. We became friends so fast but rarely got deep into our family history, not enough to compare it to my own. When we do get into that topic, we differ in certain aspects of our background. This may be why the background homophily score is not extremely low but lower than attitude homophily. The reason I think

attitude homophily is high is because we behave, act, think, and do many more things the same, which is why we are such good friends.

As a friend and with the goal of becoming a better interpersonal communicator, I can improve on knowing more about the background of those I care about. I can start making these improvements by asking my friends simple questions about themselves. Of course, I would not ask too many questions to where it seems I am being nosey or trying to get into her business, but enough to know simple facts about my close friends. I only circled the number 4 (I don't know) for one question, which was about our economic status. Other than that, I knew how to answer every other question about our friendship, as the scores revealed.

The following survey, survey number four, tested my attitude towards conflict and how I might deal with it. I had to indicate how much I agreed with a particular statement and one that best represented my feelings and typical responses. It was based on a scale of 1-5, 1 being "never true" and 5 being "always true." Like survey number three, this survey was a bit complicated when it came to tallying up my scores. When I finally finished completing it, I scored 53, indicating that I favor constructive or positive conflict.

I will say I do agree with how the scores portray me as a communicator in conflicts. Anyone who knows me knows I try my best to avoid conflict. I will do anything in my power to stay away from destructive conflicts like fights and drama because they are very uncomfortable situations for me to be in. In all honesty, I am not really good at communicating when it comes to being in the middle of a dispute, as I usually get stuck or do not know what to say. However, if I somehow fall into conflict, I feel like I would handle it well as I would try my best to quickly resolve the issue. This may be why my score in this survey was so high and nowhere near the low 12-27 point range, which indicated dealing with conflict in a destructive manner. I am

indeed the opposite of destructive. If I do not agree with someone, I simply state my opinion and input and leave it at that. I will never try, as the survey notes, to attack someone's intelligence or character, and even less, never get into a physical fight. I think discussing a problem maturely and respectfully has helped me stay away from severe conflict throughout my life.

Although I do well at avoiding conflict, there is some room for improvement as an interpersonal communicator. I can be better at having the courage to convey my thoughts and ideas without the fear of hurting someone's feelings. There are times when I find myself keeping quiet in situations that are not to my benefit in order just to avoid confrontation. I can start making these improvements by working on creating a healthy balance between defending what I believe is right and maintaining consideration of contrasting viewpoints.

Survey number five was one of the longer but most insightful of all the surveys. This survey consisted of things a person might do to maintain their relationships and tested how I maintain an important relationship in my life on a scale from 1 to 7. According to the survey, there are five ways a person may maintain their relationship: positivity, openness, assurances, network, and tasks. For this survey, the relationship I chose to focus on is the one I have with my boyfriend Gianni since it is one I hold of great importance. After finishing the survey and adding up all my results, I received a 57 in positivity, 39 in openness, 25 in assurances, 21 in networks, and 34 in tasks. All the ways to maintain a relationship hold different score ranges. For example, receiving a score of 21 in networks does not necessarily mean I lack in that aspect of my relationship.

With the score ranges in mind, these results are very much accurate. They resemble exactly what I consider to be essential to keep my relationship healthy. In all of the aspects of maintaining relationships, I scored pretty high. From my experience, I focus a lot on openness

and positivity, which were some of my highest scores. I think I hold so much value in these two aspects because it is what I expect to be given back to me. The scores are precise, but I was surprised to see that my score for tasks was so high. Although I do consider it important to have a balance in tasks we do as a couple, I never considered it to be one of the more significant ways I would maintain my relationship until I took this survey.

Although I scored high in all of the ways to maintain a healthy relationship, I believe I could improve on being better at network and assurances. According to the choices provided by the survey, networking involves spending time with mutual family and friends. My boyfriend considers family very important, so focusing more on that would be very beneficial. Also, providing words of reassurance is always helpful to keep one another's minds and thoughts at peace. This will not only help my current relationship but help my interpersonal communication skills for more professional relationships in the future (bosses, coworkers, etc.) Bettering my ability to maintain relationships through networks and assurances can help me detect what others consider important, use it to my advantage, and assure others of my skills and assistance.

Next came survey number six, which asked me to think of a specific listening role or situation I am often in. For this test, I focused on my listening as a friend and determined which of the four listener preferences I associate with most by tallying statements on a scale from 1-5. People, action, content, and time were the four preferred listening styles. According to the test, I circled 5 statements for people-oriented style, meaning I am of high preference for this task. I then circled 1 statement for action-oriented style and 1 for content-oriented, showing low preference. To finish, I circled zero statements for the time-oriented style, meaning I have no preference for using this task at all.

I would consider my preferred listening style accurate to the scores I received in this survey. I am big on trying to understand a person's feelings and consoling them, especially when someone is just talking about a problem they may be facing. I am big on this listening style because I think I am better at trying to make people feel better rather than focusing on inconsequential details in the conversation and encouraging them to act on the situation a certain way. This may be why my score for people-oriented listening is so much greater than all the others. Regarding situations as a friend, the score of 1 for action and content-oriented listening makes sense. I always try my best to give the best advice possible (as an action-oriented person would), but I sometimes hold back, fearing that my advice can lead to worse outcomes for my friends. When listening to my friend's problems, I also do not ask for specific facts or complex information to add to their story. Instead, I just let them talk, which may be why my content-oriented score is also very low. Letting my friends talk on and on about an issue may also be the reason why my time-oriented listening style is at zero. I never put a timer on how long my friend had to talk to me and never interrupted them to finish their story faster. If I am ever in a hurry, I just ask if there is another time when they can talk, which would be better than making them feel like I am not interested in what they have to say.

This survey showed me that I could improve drastically when it comes to my listening styles. I am glad that my time-oriented score was low, but I wish I had scored higher on action and content-oriented listening in order to have multiple listening preferences. I want to be better at giving people advice and encouraging them to take action instead of only staying quiet and simply comforting them. I also want to be better at receiving all the possible information I can gain from a conversation for it to be easier to give the best advice possible. I can start making these improvements by starting with small conversations I have with my friends and forcing

myself to be more outgoing. This will help me grow in my listening skills and in the future as an interpersonal communicator. In addition, being good at multiple listening styles will help me in future jobs and relationships.

Survey number seven consisted of statements describing how some people behave while talking with or to others. On a scale of 1-5, I was asked to point out how these statements pertain to someone I have a close personal relationship with. I chose my brother as the person I'd base my answers on. This scoring was a bit difficult to understand, as there were different averages and scales for men and women. Because I focused on my brothers in this survey, I paid more attention to the male and combination mean of the test. My ending score at the end of this survey was 97, meaning my brother is above the average of how most males behave in conversation, as the male mean was 91.6. He also scores above average for combined women and men scores on behavioral communication.

Because of how well I know my brother, I would say this score is accurate when it comes to the way he behaves while talking to others. He has very respectful gestures when speaking to others, never looking away or with a dull voice, and always focusing on eye contact. He is also big on moving his hands when speaking and has a lot of vocal variety and expression, which is one of his best qualities. I was surprised to see that, although I scored many of the statements as 2's and 3's, the ending scores was so high compared to the standard male mean. He is younger than me, barely in high school, and although I would consider him a pretty good communicator, there is so much more he can and needs to learn.

This survey did not show me much about myself. What it did teach me, though, is how important it is to recognize people's behavior during a conversation. Of course, I know a lot about how my brother speaks because I grew up with him, but it is always good to quickly

recognize that from people you barely know or have only met for the first time. For a successful future as an interpersonal communicator, I must pay more attention to people's gestures, eye contact, hand movements, body posture, etc., as this will teach me much more about the person. I can start practicing this with people I go to school with. I could pay more attention to the way my peers or teammates behave when talking with or to others in order to get more practice for the future.

The next survey, survey eight, was kind of similar to survey number four as they both had to do with conflict. The difference between this survey and the other is that this survey asked me to think of a person I have had a recent disagreement with and how I handled or would typically handle conflicts with this person. At the end of this survey, I would be able to determine my conflict management style between withdrawal, accommodation, forcing, compromising, and collaborating. This survey was exciting to me because I was genuinely curious about which style pertained to me the most. When I finished this survey, I learned that my two main management styles were compromising (score of 17) and collaborating (score of 18). Forcing and withdrawal were my second-best scores, both being scores of 13, and accommodation came last with a score of 8.

When taking this survey, I thought of a disagreement I had with one of my teammates over a rule in softball. We are good friends, and the conversation did not turn into a serious conflict, but we both had very contradicting opinions. It makes sense that compromising and collaborating are my two highest scores as it is what I typically do in any type of argument, especially in the one I had with my teammate. Because it was essential for both of us to find the correct answer to what we were talking about, we collaborated and shared our opinions and reasons in more detail. Compromising also played a vital role in this conversation because we are

teammates. Our goal was to quickly resolve our differences and move on without making it a bigger deal than it was. Forcing and withdrawal are two styles that I try my hardest to avoid, which may be why they are equally lower-scoring styles. If I am in the middle of a disagreement, I will never withdraw from my stance, especially when I know I am right. I would rather talk it out than give up. I will also never force the other person to believe what I believe, as winning arguments is unimportant. What is important to me is resolving an issue maturely and learning something from the conflict rather than no beneficial result coming out of the conversation whatsoever. As mentioned previously, I never give up during an argument which is why my score for accommodation is so low.

In my opinion, when it comes to this survey and the results I received for conflict management styles, I do not think there is anything I need to improve on as far as myself as an impersonal communicator. I feel that the two styles I scored the highest on are the two best ways to handle conflict, especially in a professional setting. I believe that if I scored extremely high on accommodation, withdrawal, and forcing, I would need improvement. But because I did not and because compromising and collaborating have always worked so well for me, I am content with my scores and given conflict management styles.

Next came survey number nine, which tested your argumentativeness trait score regarding arguing about controversial issues. I was asked to indicate how often 20 statements were true by ranking them on a scale of 1 to 5, 1 being almost never true and 5 meaning almost always true. After finishing the survey, you either fall into the category of high motivation to argue, moderate or low. When adding all my scores together, I ended with a score of 1. This meant that I have moderate motivation to argue.

I would say that I agree with the score I was given and the fact that it meant I had a moderate motivation to argue. I am not a big fan of arguing in general, but my arguing levels do vary from person to person. When it comes to family or close friends, I will argue, especially over silly things that contradict their thoughts. I will also argue over things that I strongly believe in, as I know my family or friends would not take it personally when I do. However, when it comes to anyone outside of close family and friends, I tend to hold back from arguing in order to avoid serious conflict. Of course, there are cases where I push myself to argue if it is for the benefit of my well-being or if I see the need to defend someone I care about, but most of the time, I avoid it. With this being said and for the above reasons, I believe my moderate level makes sense.

As far as ways I could improve when it comes to my motivation level to argue, I really do not believe there are any. I am happy to have received a score of 1, indicating a moderate motivation to argue. This means and shows that I have the capability to argue if I find it necessary but know when it is best to do so and when to hold back. It has always been a strength of mine to know my limits and be aware of who, what, where, and when in any conflict. This has allowed me to avoid bad situations and help people for the better. Having this awareness and being at a moderate level of arguing is essential for any interpersonal communicator and will definitely give me an advantage in the future.

Last but certainly not least comes survey number ten. This survey made me think a bit more about my answers, but it ended up being very beneficial and eye-opening. I was asked to express how confident I am in knowing a particular fact about a good friend. I had to answer the questions with percentages of 0% to 100% instead of a 1-5 scale, as most of the other surveys asked for. I had my friend Daniela in mind for this survey since she is one of my longest-lasting

friends. I answered with a relatively high percentage in all the questions because I was confident in all of them. Because of this, my ending percentage of attributional confidence I feel towards my friend was 92%.

I completely agree with this result. Daniela has been my friend since middle school, and I know fairly enough about her to predict her behavior, attitude, feelings, and emotions. I will say predicting the values she holds was my lowest score percentage because she constantly switches around what she considers most important in her life, so I never really know. Even with this, I scored a very high ending percentage which I expected because of how well and how long I have known everything else about her. I believe this was an eye-opening survey because I never paid much attention to how easily I could predict her feelings and emotions in certain situations.

Even though I was happy with the attributional confidence score I received, the fact that I've known her for so long helped me score so high. I want to improve as an interpersonal communicator when it comes to noticing these types of things in people I have not spent so much time with. For example, being able to predict someone else's behavior, attitude, feelings, and emotions without knowing them for an extended period of time will help me better communicate with them. Empathizing with others, speaking to them, and getting to know them enough to make quick and accurate predictions of their feelings and thoughts will help me become a successful interpersonal communicator.

All in all, these surveys taught me so much about myself that I never really considered in the past. I learned so much about my personality, the character of those around me, my interactions with others, my relationships, how I best deal with conflict/disagreement, and my speaking and listening skills. Although I was happy with most of the scores, I am not perfect and have much room for improvement. I plan to incorporate all the improvement methods I stated

throughout my paper into my daily life. These surveys and what I learned from them are just the beginning of fulfilling my goal of being an all-around better interpersonal communicator in the near future.

Directions:

The following questionnaire lists twenty personality characteristics. Please indicate the degree to which you believe each of these characteristics applies to you while interacting with others by marking whether you (5) *strongly agree* that it applies, (4) *agree* that it applies, (3) are *undecided*, (2) *disagree* that it applies, or (1) *strongly disagree* that it applies. There are no right or wrong answers. Work quickly; record your first impression.

- 5 1. Helpful
- 3 2. Defends own beliefs
- 3 3. Independent
- 5 4. Responsive to others
- 2 5. Forceful
- 5 6. Has strong personality
- 5 7. Sympathetic
- 5 8. Compassionate
- 3 9. Assertive
- 5 10. Sensitive to the needs of others
- 3 11. Dominant
- 5 12. Sincere
- 4 13. Gentle
- 4 14. Willing to take a stand
- 5 15. Warm
- 4 16. Tender
- 5 17. Friendly
- 4 18. Acts as a leader
- 1 19. Aggressive
- 3 20. Competitive

Scoring Instructions:

To score your responses, add what you marked for each item as follows:

Assertiveness = 2 + 3 + 5 + 6 + 9 + 11 + 14 + 18 + 19 + 20

Responsiveness = 1 + 4 + 7 + 8 + 10 + 12 + 13 + 15 + 16 + 17

Scores above 34 indicate high assertiveness or responsiveness. Scores below 26 indicate low assertiveness or responsiveness. Scores between 26 and 34 indicate moderate levels of assertiveness or responsiveness.

Assertiveness = 3 + 3 + 2 + 5 + 3 + 3 + 4 + 4 + 1 + 3 = 31 moderate

Responsiveness = 5 + 5 + 5 + 5 + 5 + 5 + 4 + 5 + 4 + 5 = 48 high

Directions:

Here are several reasons people give for why they talk to other people. For each statement, please circle the number that best expresses your own reasons for talking to others.

	Exactly 5	A lot 4	Somewhat 3	Not much 2	Not at all 1
1. Because it's fun	5	4	3	2	1
2. Because it's exciting	5	4	3	2	1
3. To have a good time	5	4	3	2	1
4. To help others	5	4	3	2	1
5. To let others know I care about their feelings	5	4	3	2	1
6. To thank them	5	4	3	2	1
7. Because I need someone to talk to or be with	5	4	3	2	1
8. Because I just need to talk about my problems sometimes	5	4	3	2	1
9. Because it makes me feel less lonely	5	4	3	2	1
10. To put off something I should be doing	5	4	3	2	1
11. To get away from what I am doing	5	4	3	2	1
12. Because I have nothing better to do	5	4	3	2	1
13. Because it relaxes me	5	4	3	2	1
14. Because it allows me to unwind	5	4	3	2	1
15. Because it's a pleasant rest	5	4	3	2	1
16. Because I want someone to do something for me	5	4	3	2	1
17. To tell others what to do	5	4	3	2	1
18. To get something I don't have	5	4	3	2	1

Scoring Instructions:

- To compute the Pleasure Motive, add items 1 + 2 + 3. $-4+4+4=12$
- To compute the Affection Motive, add items 4 + 5 + 6. $-5+5+5=15$
- To compute the Inclusion Motive, add items 7 + 8 + 9. $-3+2+2=7$
- To compute the Escape Motive, add items 10 + 11 + 12. $-2+2+2=6$
- To compute the Relaxation Motive, add items 13 + 14 + 15. $-3+3+3=9$
- To compute the Control Motive, add items 16 + 17 + 18. $-1+1+1=3$

#2
Continued

Place the total for each motive in the column titled "Score." If your individual motive score is ≥ 9 , then circle *high* in the column titled "Motivation Level." If your individual motive score is ≤ 8 , then circle *low*.

SCORE	MOTIVATION LEVEL
Pleasure: <u>12</u>	Low <input type="radio"/> High <input checked="" type="radio"/>
Affection: <u>15</u>	Low <input type="radio"/> High <input checked="" type="radio"/>
Inclusion: <u>7</u>	Low <input checked="" type="radio"/> High <input type="radio"/>
Escape: <u>6</u>	Low <input checked="" type="radio"/> High <input type="radio"/>
Relaxation: <u>9</u>	Low <input type="radio"/> High <input checked="" type="radio"/>
Control: <u>3</u>	Low <input checked="" type="radio"/> High <input type="radio"/>

Directions:

On the following scale, indicate your feelings about a recent acquaintance. Circle the number that best represents your feelings. Numbers 1 and 7 indicate a *very strong feeling*. Numbers 2 and 6 indicate a *strong feeling*. Numbers 3 and 5 indicate a *fairly weak feeling*. Number 4 indicates that you are *undecided* or *don't know*. Please work quickly. There are no right or wrong answers.

#3

Jayna (nommate) (name of acquaintance)

- | | | |
|--|---|--|
| 1. Doesn't think like me | 1 2 3 4 5 <input checked="" type="radio"/> 6 7 | Thinks like me |
| 2. Is from a social class similar to mine | 1 2 3 4 <input checked="" type="radio"/> 5 6 7 | Is from a social class different from mine |
| 3. Behaves like me | 1 <input checked="" type="radio"/> 2 3 4 5 <input checked="" type="radio"/> 6 7 | Doesn't behave like me |
| 4. Has an economic situation different from mine | 1 2 3 <input checked="" type="radio"/> 4 5 6 7 | Has an economic situation like mine |
| 5. Is similar to me | 1 <input checked="" type="radio"/> 2 3 4 5 6 7 | Is different from me |
| 6. Has a status like mine | 1 <input checked="" type="radio"/> 2 3 4 5 6 7 | Has a status different from mine |
| 7. Is unlike me | 1 2 3 4 5 <input checked="" type="radio"/> 6 7 | Is like me |
| 8. Has a background different from mine | 1 2 <input checked="" type="radio"/> 3 4 5 6 7 | Has a background similar to mine |

Scoring Instructions:

Items 2, 3, 5, and 6 are reversed. Therefore, before adding your score, reverse the number you circled on these items (e.g., change 1 to 7, 2 to 6, 3 to 5, etc.). Now add the circled numbers together for items 1, 3, 5, and 7 to get your attitude homophily score. Add the circled numbers together for items 2, 4, 6, and 8 to get your background homophily score. Scores on each of the two scales should range from 4 to 28.

1, 3, 5, 7
↓
 $6+6+6+6 = 24$
attitude homophily

2, 4, 6, 8
↓
 $2+4+6+3 = 15$
background homophily

Directions:

The following statements concern attitudes about conflict and ways you might choose to deal with it. Indicate how much you agree with each statement. Please circle the number that represents your honest feelings and typical responses.

- 1 = never true
- 2 = rarely
- 3 = sometimes true
- 4 = often
- 5 = always true

1. I am careful to avoid attacking a person's intelligence when I critique their ideas.
 1 2 3 4 5
2. When someone is stubborn, I often use insults to soften the stubbornness.
 1 2 3 4 5
3. If a person I am trying to influence really deserves it, I attack their character.
 1 2 3 4 5
4. When I critique a person's ideas, I try not to damage their self-concept.
 1 2 3 4 5
5. When people do things that are mean or cruel, I attack their character in order to correct their behavior.
 1 2 3 4 5
6. When nothing seems to work in trying to influence someone, I yell and scream in order to get some movement from them.
 1 2 3 4 5
7. I am not threatened by conflict.
 1 2 3 4 5
8. When people have conflicts, they should try to work with each other to solve them.
 1 2 3 4 5
9. Physical fighting is an effective way to deal with conflict.
 1 2 3 4 5
10. When I have a conflict with someone, I always discuss it with them as soon as possible.
 1 2 3 4 5
11. Overall, I think I handle conflicts effectively.
 1 2 3 4 5
12. Sometimes physically fighting it out is healthy.
 1 2 3 4 5

Scoring Instructions:

Reverse the score for items 2, 3, 5, 6, 9, and 12, so that if you wrote a 1 you will change it to 5, a 5 will change to a 1, a 2 will become a 4, a 4 will become a 2, and so forth for these 6 items. Once you have reversed the score for these items, now add the values for the twelve items together (including the newly reversed numbers). The lowest possible score is 12. The highest possible score is 60. Higher scores indicate that a person favors constructive or positive conflict; lower scores indicate an inclination to deal with conflict in a negative or destructive manner.

- 12-27 = Destructive conflict orientation
- 28-44 = Neither constructive nor destructive conflict is evident
- 45-60 = Constructive conflict orientation

$$4 + 3 + 5 + 4 + 4 + 5 + 4 + 5 + 5 + 4 + 5 + 5 = 53$$

Directions:

#5

The following items concern things people might do to maintain their relationships. Please indicate the extent to which each of the items describes your current methods of maintaining your relationship (over the past two weeks, for example) with your significant other, a parent, or sibling (just substitute one of your parents or a sibling for "partner" in the questions). Please respond to these items using the following scale:

- 1 = strongly disagree 5 = slightly agree
- 2 = disagree 6 = agree
- 3 = slightly disagree 7 = strongly agree
- 4 = neutral

- 9 1. I attempt to make interactions with my partner very enjoyable.
- 9 2. I am cooperative in the ways I handle disagreements between us.
- 9 3. I try to build up my partner's self-esteem, including giving him/her compliments, etc.
- 7 4. I ask how my partner's day has gone.
- 9 5. I am very nice, courteous, and polite when we talk.
- 9 6. I act cheerful and positive when I am with my partner.
- 9 7. I do not criticize my partner.
- 9 8. I try to be romantic, fun, and interesting when with my partner.
- 9 9. I am patient and forgiving of my partner.
- 9 10. I present myself as cheerful and optimistic around my partner.
- 7 11. I encourage my partner to disclose thoughts and feelings to me.
- 7 12. I simply tell my partner how I feel about our relationship.
- 7 13. I seek to discuss the quality of our relationship with my partner.
- 6 14. I disclose what I need or want from our relationship with my partner.
- 7 15. I remind my partner about relationship decisions we made in the past (to maintain the same level of intimacy).
- 5 16. I like to have periodic talks about our relationship with my partner.
- 6 17. I stress my commitment to my partner.
- 6 18. I imply that our relationship has a future.
- 6 19. I show my love for my partner.
- 7 20. I show myself to be faithful to my partner.
- 6 21. I like to spend time with our same friends.
- 5 22. I focus on our common friends and affiliations.
- 6 23. I show that I am willing to do things with my partner's friends or family.
- 4 24. I include our friends or family in our activities.
- 6 25. I help equally with tasks that need to be done.
- 7 26. I share in the joint responsibilities that face us.
- 7 27. I do my fair share of the work we have to do.
- 7 28. I do not shirk my duties.
- 7 29. I perform my household responsibilities.

Scoring Instructions:

- Positivity: Add the scores for items 1-10 (scores range from 10 to 70) $6+6+6+7+6+5+5+6+5+5 = 57$
- Openness: Add the scores for items 11-16 (scores range from 6 to 42) $7+7+7+6+7+5 = 39$
- Assurances: Add the scores for items 17-20 (scores range from 4 to 28) $6+6+6+7 = 25$
- Network: Add the scores for items 21-24 (scores range from 4 to 28) $6+5+6+4 = 21$
- Tasks: Add the scores for items 25-29 (scores range from 5 to 35) $6+7+7+7+7 = 34$

Directions:

Think of a specific listening role or situation that you are often in. For example, you may focus on your listening at work, as a friend, as a spouse, as a son or a daughter, or as a parent. (Note: You may complete the instrument more than one time, with different roles and situations in mind.) As you read the series of statements below, keep the particular listening role or situation you have chosen in mind. Circle the appropriate number on your answer sheet using the following key:

#6

- Always 5
- Frequently 4
- Sometimes 3
- Infrequently 2
- Never 1

- | | |
|---|-----------|
| 1. I focus my attention on the other person's feelings when listening to them. | 5 4 3 2 1 |
| 2. When listening to others, I quickly notice if they are pleased or disappointed. | 5 4 3 2 1 |
| 3. I become involved when listening to the problems of others. | 5 4 3 2 1 |
| 4. I try to find common areas of interest when listening to new acquaintances. | 5 4 3 2 1 |
| 5. I nod my head and/or use eye contact to show interest in what others are saying. | 5 4 3 2 1 |
| 6. I am frustrated when others don't present their ideas in an orderly, efficient way. | 5 4 3 2 1 |
| 7. When listening to others, I focus on any inconsistencies and/or errors in what's being said. | 5 4 3 2 1 |
| 8. I jump ahead and/or finish thoughts of speakers. | 5 4 3 2 1 |
| 9. I am impatient with people who ramble on during conversations. | 5 4 3 2 1 |
| 10. I ask questions to help speakers get to the point more quickly. | 5 4 3 2 1 |
| 11. I wait until all the facts are presented before forming judgments and opinions. | 5 4 3 2 1 |
| 12. I prefer to listen to technical information. | 5 4 3 2 1 |
| 13. I prefer to hear facts and evidence so I can personally evaluate them. | 5 4 3 2 1 |
| 14. I like the challenge of listening to complex information. | 5 4 3 2 1 |
| 15. I ask questions to probe for additional information. | 5 4 3 2 1 |
| 16. When hurried, I let others know that I have a limited amount of time to listen. | 5 4 3 2 1 |
| 17. I begin a discussion by telling others how long I have to meet. | 5 4 3 2 1 |
| 18. I interrupt others when I feel time pressure. | 5 4 3 2 1 |
| 19. I look at my watch or clocks in the room when I have limited time to listen to others. | 5 4 3 2 1 |
| 20. When I feel time pressure, my ability to concentrate on what others are saying suffers. | 5 4 3 2 1 |

Scoring Instructions:

Tally the number of times you circled 4 or 5 for statements 1-5:

People-oriented = 5

Tally the number of times you circled 4 or 5 for statements 6-10:

Action-oriented = 1

Tally the number of times you circled 4 or 5 for statements 11-15:

Content-oriented = 1

Tally the number of times you circled 4 or 5 for statements 16-20:

Time-oriented = 0

You now have four scores, one for each of the four listener preferences: People, Action, Content, and Time. Now identify the types of listening preferences for which you have the highest scores. These scores say a lot about your preferred style of listening.

To interpret your scores, use the following guidelines:

1. Preference strength is indicated by the number of scores in each of the listening preference types.

4 and 5 responses high preference - people-oriented

3 responses moderate preference

2 and 1 responses low preference - action's content oriented

0 responses no preference - time-oriented

2. High scores (4 or 5) in two or more types suggest multiple listening preferences.

3. Zero scores in all the types suggest potential listening avoidance.

Directions:

The following statements describe the ways in which some people behave while talking with or to others. Please indicate in the space at the left of each item the degree to which you believe the statement applies to a particular person with whom you have a close personal relationship, using the following scale:

7

- = never
- = rarely
- = occasionally
- = often
- = very often

- 4 1. He/she uses her/his hands and arms to gesture while talking to people.
- 2 2. He/she touches others on the shoulder or arm while talking to them.
- 2 3. He/she uses a monotone or dull voice while talking to people.
- 2 4. He/she looks over or away from others while talking to them.
- 2 5. He/she moves away from others when they touch her/him while they are talking.
- 4 6. He/she has a relaxed body position when he/she talks to people.
- 2 7. He/she frowns while talking to people.
- 2 8. He/she avoids eye contact while talking to people.
- 2 9. He/she has a tense body position while talking to people.
- 3 10. He/she sits close or stands close to people while talking with them.
- 2 11. Her/his voice is monotonous or dull when he/she talks to people.
- 4 12. He/she uses a variety of vocal expressions when he/she talks to people.
- 3 13. He/she gestures when he/she talks to people.
- 3 14. He/she is animated when he/she talks to people.
- 2 15. He/she has a bland facial expression when he/she talks to people.
- 3 16. He/she moves closer to people when he/she talks to them.
- 4 17. He/she looks directly at people while talking to them.
- 2 18. He/she is stiff when he/she talks to people.
- 4 19. He/she has a lot of vocal variety when he/she talks to people.
- 2 20. He/she avoids gesturing while he/she is talking to people.
- 3 21. He/she leans toward people when he/she talks to them.
- 4 22. He/she maintains eye contact with people when he/she talks to them.
- 3 23. He/she tries not to sit or stand close to people when he/she talks with them.
- 2 24. He/she leans away from people when he/she talks to them.
- 5 25. He/she smiles when he/she talks to people.
- 2 26. He/she avoids touching people when he/she talks to them.

Scoring Instructions:

$$4+2+4+3+4+3+3+3+4+4+3+4+5 = 46$$

Step 1. Add the scores from the following items: 1, 2, 6, 10, 12, 13, 14, 16, 17, 19, 21, 22, and 25.

Step 2. Add the scores from the following items: 3, 4, 5, 7, 8, 9, 11, 15, 18, 20, 23, 24, and 26.

Total score = 78 + Step 1 - Step 2. $2+2+2+2+2+2+2+2+2+3+2+2 = 27$

Norms: $78+46-27 = 97$

Female mean = 96.7 S.D. = 16.1 High = > 112 Low = < 81

Think of a specific person close to you with whom you have had a recent disagreement. Look at the following questions, and fill in the number from the responses below that best describe how you handled, or typically handle, your conflict with this person:

#8

1 = never

2 = rarely

3 = sometimes

4 = frequently

5 = always

1. 3 It is important to me to win an argument with this person.
 2. 2 I usually give in during conflict.
 3. 2 I am usually stubborn and hold my position when I have a conflict with this person.
 4. 3 In conflicts, I give up some points I have in exchange for others in order to resolve our differences.
 5. 4 It is important to view conflict as a problem we need to solve together.
 6. 3 It is important to me to win an argument with this person.
 7. 5 I am willing to compromise to solve a conflict with this person.
 8. 4 I try to avoid disagreements with this person.
 9. 2 I will give up what I want in order to end a conflict with this person.
 10. 5 It is important to discuss both of our points of view in a conflict.
 11. 5 I strongly assert my opinions and views in conflict with this person.
 12. 3 I withdraw from disagreements with this person.
 13. 5 I try to find the middle- or common-ground in a conflict with this person.
 14. 2 I will give in to this person in order to end a disagreement.
 15. 4 I try to be cooperative and creative in resolving conflict with this person.
-
16. 3 I shy away from disagreements with this person.
 17. 2 I will give up what I want to please this person.
 18. 3 I take a powerful stance to win during an argument with this person.
 19. 4 I usually will compromise when we are getting nowhere during a conflict.
 20. 5 I try to be open and share all my ideas so that we can work together to resolve disagreements.

Scoring Instructions:

Determining Your Conflict Management Style Score: Place the number you selected (1-5) for each of the items below. Then add your scores together to determine each of your style categories. Your total scores can range from 4-20 in each category, and the highest score is the conflict management style you tend to use. You may discover you fall within more than one conflict management style, which is very common. Circle the style(s) where your score was the highest and refer to the following descriptions for a better understanding of how you communicate when you are managing conflict.

1. <u>3</u>	2. <u>2</u>	3. <u>2</u>	4. <u>3</u>	5. <u>4</u>
8. <u>4</u>	9. <u>2</u>	6. <u>3</u>	7. <u>5</u>	10. <u>5</u>
12. <u>3</u>	14. <u>2</u>	11. <u>5</u>	13. <u>5</u>	15. <u>4</u>
16. <u>3</u>	17. <u>2</u>	18. <u>3</u>	19. <u>4</u>	20. <u>5</u>
<u>13</u>	<u>8</u>	<u>13</u>	<u>17</u>	<u>18</u>
Withdrawal	Accommodation	Forcing	Compromising	Collaborating

Directions:

This questionnaire contains statements about arguing about controversial issues. Indicate how often each statement is true for you personally by placing the appropriate number in the blank to the left of the statement. If the statement is *almost never true* for you, place a 1 in the blank. If the statement is *rarely true* for you, place a 2 in the blank. If the statement is *occasionally true* for you, place a 3 in the blank. If the statement is *often true* for you, place a 4 in the blank. If the statement is *almost always true* for you, place a 5 in the blank. Remember, consider each item in terms of *arguing controversial issues*.

#9

ALMOST NEVER TRUE	RARELY TRUE	OCCASIONALLY TRUE	OFTEN TRUE	ALMOST ALWAYS TRUE
1	2	3	4	5

- 4 1. While in an argument, I worry that the person I am arguing with will form a negative impression of me.
- 4 2. Arguing over controversial issues improves my intelligence.
- 3 3. I enjoy avoiding arguments.
- 3 4. I am energetic and enthusiastic when I argue.
- 2 5. Once I finish an argument, I promise myself that I will not get into another.
- 3 6. Arguing with a person creates more problems for me than it solves.
- 4 7. I have a pleasant, good feeling when I win a point in an argument.
- 2 8. When I finish arguing with someone, I feel nervous and upset.
- 3 9. I enjoy a good argument over a controversial issue.
- 3 10. I get an unpleasant feeling when I realize I am about to get into an argument.
- 4 11. I enjoy defending my point of view on an issue.
- 5 12. I am happy when I keep an argument from happening.
- 2 13. I do not like to miss the opportunity to argue a controversial issue.
- 2 14. I prefer being with people who rarely disagree with me.
- 3 15. I consider an argument an exciting intellectual challenge.
- 3 16. I find myself unable to think of effective points during an argument.
- 3 17. I feel refreshed and satisfied after an argument on a controversial issue.
- 3 18. I have the ability to do well in an argument.
- 5 19. I try to avoid getting into arguments.
- 2 20. I feel excitement when I expect that a conversation I am in is leading to an argument.

Scoring Instructions:

To compute the argumentativeness trait score, follow these steps:

1. Add scores for items 2, 4, 7, 9, 11, 13, 15, 17, 18, and 20. (A) Total = $4+3+4+3+4+2+3+3+3+2 = 31$
2. Add scores for items 1, 3, 5, 6, 8, 10, 12, 14, 16, and 19. (B) Total = $4+3+2+3+2+3+5+2+3+5 = 32$
3. Subtract your (B) total from your (A) total. $32 - 31 = 1$

If the result is any number between +14 and +40, you have a high motivation to argue. If the result is any number between -4 and +13, you have a moderate motivation to argue. If the result is any number between -5 and -25, you have a low motivation to argue.

moderate

Directions:

The questions that follow will ask you to express how confident you are that you know a particular fact about the person who is your good friend. On these questions, the answers should be written as a percentage—anywhere from 0% to 100%. For example, if you are totally confident that you know a particular fact, you might write 100%. If you are slightly less confident, you might put a number such as 83%. On the other hand, if you are not at all confident, you might place a very low percentage, such as 5%, in the answer blank. If you are absolutely unable to answer a question and the answer would be a guess for which you had no basis at all, you might put 0%. Remember, you may use any evidence as a basis for your guess, even if the person has not explicitly told you the answer. The point is for you to report your confidence in the GUESS ONLY; do not give the actual answer to the question.

#10

1. How confident are you of your general ability to predict how he/she will behave? 90%
2. How certain are you that he/she likes you? 99%
3. How accurate are you at predicting the values he/she holds? 85%
4. How accurate are you at predicting his/her attitudes? 90%
5. How well can you predict his/her feelings and emotions? 90%
6. How much can you empathize with (share) the way he/she feels about himself/herself? 95%
7. How well do you know him/her? 95%

Scoring Instructions:

Sum all the percentages on items 1-7. Divide the sum by 7. This will be the percentage of attributional confidence you feel toward this person.

$$90 + 99 + 85 + 90 + 90 + 95 + 95 = 644 \div 7 = \boxed{92\%}$$