

STRESS test

How do you react in conversations that are tense, or awkward? Think of situations where it was perhaps difficult for you to express your opinion, stay calm, or to really listen to the other person in the conversation. Place a cross in the column that is most applicable for you. 1 Stands for strongly disagree and 5 for strongly agree.

	1	2	3	4	5
1. Sometimes I avoid people that I have problems with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have postponed or failed to return phone calls or mails, because I do not wish to deal with the people who sent them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Sometimes when people bring up a difficult or touchy issue, or I suspect that this may turn into an awkward conversation, I try to change the subject.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I sometimes hold back rather than give my full and candid opinion when discussing stressful subjects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sometimes I use sarcasm, snide remarks or other hints that show others that I do not agree with what is being said.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I sometimes use weak or insincere compliments to soften the blow when I have a difficult message for someone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. In order to get my point across, I sometimes exaggerate my side of the argument.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. When I seem to be losing control of a discussion, I might cut people off or change the subject, so that the conversation is going back to where I think it should be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I do not hold back when others make points that seem stupid to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Sometimes I just say things that others experience as too direct, or harsh when I am surprised by a comment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Sometimes I move from arguing against others' points to saying things that might hurt them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I have been known to be tough in a heated discussion. Others may feel offended, or hurt by me sometimes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. In difficult situations I make sure that I find people that support me, or agree with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I prefer to give my opinion at the coffee machine, rather than in the meeting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Sometimes it is nice to be able to gossip about a difficult colleague or manager and to experience that I am not the only one dealing with these issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your score

Silence		Violence		Make friends	
Withdraw		Control		Question 13
Question 1	Question 7	Question 14
Question 2	Question 8	Question 15
Avoid		Label			
Question 3	Question 9		
Question 4	Question 10		
Mask		Attack			
Question 5	Question 11		
Question 6	Question 12		
TOTAL

What does your score mean?

A high score means that you use this technique rather often when you are under stress.

It is possible to score high in multiple categories. Often people toggle between holding back and becoming too forceful. Or the other way around: they first speak their mind and then withdraw to reflect on their "sins".

Here are two ways to improve your skills:

- Read the book Crucial Conversations via <https://www.bol.com/nl/p/crucial-conversations/1001004011454512/?suggestionType=searchhistory&bltgh=uIC8HujQM Hx2e3Y-tj5MLg.1.2.ProductTitle>
- Attend our training Courageous Conversations