

The Wrong Order!



Pick which one describes what you would do if you got the wrong order:

#1

“Hey you, miss-
You made a mistake.
You brought me mashed potatoes
instead of the baked potato I ordered.
You need to take this back & bring
me what I ordered.”

#2

“Excuse me,
I ordered the baked potato,
not the mashed potatoes.
Would you please exchange this”

#3

‘That stinkin’ waitress – she brought
me mashed potatoes instead of the
baked potato I ordered. Well, she’s
sure not going to get any tip from me!’

#4

‘I thought I ordered a baked potato.
Oh well, it’s here so I might as well
eat it. Besides, our waitress looks
busy too busy to bother.’

If you picked more than one – which occurs most often?

Now, let’s find out “What’s Your Style?”

What's Your Style?

#1

Aggressive

Doesn't respect others
Attacks or blames
Thinks "me, me, me"
Intimidating, bossy, pushy
Is always right
Puts people on the defensive
Intentional hurts others

Needs get met -
but *only temporarily*

USES "YOU" A LOT

#2

Assertive

Respects self
Respects others
Won't blame or attack
Does NOT assume
Honest with self & others
Accepts responsibility
Won't intentionally hurt others

Needs GET met

USES "I" A LOT

#3

Passive-Aggressive

Doesn't respect self or others
Sneaky
Actions are louder than words
Sarcastic and sly
Says one thing & does another
Won't accept responsibility

Needs DON'T get met

DOESN'T USE WORDS

#4

Passive

Doesn't respect self
Has a hard time saying "no"
Blame themselves
Won't make waves
Accepts other's responsibility
Feels guilty or angry at self
Afraid of rejection
Don't feel they have a right

Needs DON'T get met

HOLDS EVERYTHING IN