

**Getting What You Want
(Well, we all like to!)**

You are in a shop and the assistant is gossiping to her friend, holding you up.
You are in a hurry.

What do you do?

a.	Shout, yell, lose your temper?	
b.	Walk away or keep quiet and hope they would notice and then feel tearful and that life is not fair?	
b.	Give in then feel irritable?	
d.	Tell them calmly and clearly what you would like?	

You are tired and have had a bad day because your baby is teething and has been very moany and unsettled.
Your partner comes home and starts to play on the computer.

What do you do?

a.	Shout, yell, lose your temper?	
b.	Keep quiet and hope they will notice and then feel tearful and that life is not fair?	
b.	Keep quiet but feel irritable	
d.	Talk about what you would like?	

It is coming up to your birthday and you have seen something you would like as a present.

What do you do?

a.	Get angry when you do not get what you want?	
b.	Keep quiet and hope, then get disappointed?	
b.	Drop a hint?	
c.	Ask calmly for what you would like?	

What did you do?

Mainly As aggressive

Mainly Bs passive

Mainly Cs assertive

Which is likely to get the response you want?