

Trigger Style Questionnaire

We all have a “SMART Conversations® threshold,” a time when we move away from SMART Conversations® in certain situations. **When answering the questions below, think of yourself in relationship to your team (work group). Imagine that tension is high, and you feel emotionally invested in the conversation.**

In each of the multiple choice questions below, circle the answer that best describes your behavior and your thinking at these tense times. *To gain optimum personal insight, it is important that you mark the answer that best describes how you are likely to respond. Be sure to give one – and only one—answer for each question.*

1. When I think someone on the team is letting me down...
 - a. I have no problem telling him/her so point blank.
 - b. I am hesitant to say anything and just make the best of the situation.
 - c. I ask him/her if my perceptions are correct.

2. When a team member annoys me...
 - a. I say so right away.
 - b. Rather than offend him/her, I say nothing.
 - c. I find ways of getting even.

3. In meetings or conversations...
 - a. I am good at asking questions that encourage others to share what they are thinking.
 - b. I am among those who do most of the talking.
 - c. I usually sit back and let others engage in the conversation.

4. When others present ideas I disagree with...
 - a. I have no problem asserting my point of view.
 - b. I usually don't say anything but hold on to my own opinions.
 - c. I try to understand where they are coming from even if I end up not agreeing with them.

5. When I don't understand something...
 - a. I often say so, even if others seem frustrated.
 - b. I pretend to know what's going on.
 - c. I blame others for not being clear.

6. When I think I have good ideas...
 - a. I sometimes don't take time to hear what others think.
 - b. I share them in order to see how others feel about them.
 - c. I attempt to get others to express them so that they can feel a sense of ownership.

7. When a conversation begins to turn into an argument...
 - a. I am usually able to focus on common ground and get us back on track.
 - b. I usually can say what is “politically correct” in order to ease the tension.
 - c. I can usually stand toe-to-toe with the best of them!

8. In giving feedback, it is best to...
 - a. Be honest and then work through any possible misunderstandings about what I said.
 - b. To hold back criticism rather than hurt someone's feelings.
 - c. To say what I am thinking and have confidence the other person can "take it."

9. When someone does something I think he/she should not have done...
 - a. I'm interested in knowing his/her motive.
 - b. I'm quick to let him/her know how I feel about it.
 - c. I usually don't say anything but notice that I hang onto a negative feeling.

10. When I am around people who are passionate in their arguments...
 - a. I tend to hold back rather than push my point of view.
 - b. I tend to become more forceful about my position.
 - c. I attempt to hear what they have to say, and then I offer my viewpoint.

11. When I feel angry with someone on the team...
 - a. I often stop and remind myself that I could be jumping to the wrong conclusion about his/her behavior.
 - b. I often blame what I am feeling on his/her behavior.
 - c. I pretend as if nothing is wrong; the feeling usually goes away.

12. When I have a criticism of the team or certain members...
 - a. I try to start with something positive.
 - b. I state my criticism but am sure to have several facts to back me up.
 - c. I say it honestly, but respectfully, giving people an opportunity to respond.

13. At times I feel very strongly about things. It is then that...
 - a. I purposefully remain quiet so that I don't overpower people.
 - b. I share my thoughts passionately and hope they care enough to challenge my thinking.
 - c. I do everything I know how to do in order to get others to see my point of view.

14. If someone criticizes me in our meetings...
 - a. I defend myself by explaining why I am right or justified in my actions and thinking.
 - b. I believe that they are wrong but just let the criticism roll off me like "water on a duck's back."
 - c. I acknowledge his/her frustration and suggest that we talk further about it.

15. When things aren't going the way I think they should...
 - a. I feel frustrated and tend to blame people.
 - b. I don't say anything until I feel like I can justify my comments.
 - c. I say so in order to see what others think.

Trigger Style Scoring

Place a check in the box that represents the answer you selected. Check only one box for each number. Count the total boxes checked in each column and put in the total line at the bottom.

Avoid	SMART Conversations®	Attack
<input type="checkbox"/> 1 b.	<input type="checkbox"/> 1 c.	<input type="checkbox"/> 1 a.
<input type="checkbox"/> 2 b.	<input type="checkbox"/> 2 a.	<input type="checkbox"/> 2 c.
<input type="checkbox"/> 3 c.	<input type="checkbox"/> 3 a.	<input type="checkbox"/> 3 b.
<input type="checkbox"/> 4 b.	<input type="checkbox"/> 4 c.	<input type="checkbox"/> 4 a.
<input type="checkbox"/> 5 b.	<input type="checkbox"/> 5 a.	<input type="checkbox"/> 5 c.
<input type="checkbox"/> 6 c.	<input type="checkbox"/> 6 b.	<input type="checkbox"/> 6 a.
<input type="checkbox"/> 7 b.	<input type="checkbox"/> 7 a.	<input type="checkbox"/> 7 c.
<input type="checkbox"/> 8 b.	<input type="checkbox"/> 8 a.	<input type="checkbox"/> 8 c.
<input type="checkbox"/> 9 c.	<input type="checkbox"/> 9 a.	<input type="checkbox"/> 9 b.
<input type="checkbox"/> 10 a.	<input type="checkbox"/> 10 c.	<input type="checkbox"/> 10 b.
<input type="checkbox"/> 11 c.	<input type="checkbox"/> 11 a.	<input type="checkbox"/> 11 b.
<input type="checkbox"/> 12 a.	<input type="checkbox"/> 12 c.	<input type="checkbox"/> 12 b.
<input type="checkbox"/> 13 a.	<input type="checkbox"/> 13 b.	<input type="checkbox"/> 13 c.
<input type="checkbox"/> 14 b.	<input type="checkbox"/> 14 c.	<input type="checkbox"/> 14 a.
<input type="checkbox"/> 15 b.	<input type="checkbox"/> 15 c.	<input type="checkbox"/> 15 a.
TOTAL		
Avoid _____	SMART _____	Attack _____

- Column totals of 1-5 points reflect mild styles.
- Column totals of 6-10 points reflect moderate styles.
- More than 10 points reflects a dominant style.