# Activity 2 - US 24357 (v2) Receive instructions and communicate information in relation to BCATS projects

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| **Student name:** |

You need to describe the way people with each of the personality types is likely to respond to each of the following situations. Each question will have 3 answers.

Meeting with a customer for the first time.

Visiting the house of a client.

Being blamed for damage to a machine caused by a workmate.

Being paid for fewer hours than have been worked. (Meeting with the supervisor to raise the issue.)

Use each of the dominant personality traits, Passive/Aggressive/Assertive, in role plays, or a similar method, to explore each of the scenarios above through to a logical conclusion.

1. Describe the characteristics of the following personality types:

**Passive**

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**Aggressive**

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**Assertive**

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1. Identify a way of dealing with each situation so that the desired result is achieved.

**Meeting with a customer for the first time**.

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**Visiting the house of a client**.

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**Being blamed for damage to a machine caused by a workmate.**

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**Being paid for fewer hours than you have worked. (Meeting with the supervisor to raise the issue)**.

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1. List 5 key qualities displayed by an assertive person.

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| 1.  2.  3.  4.  5. |