



**CMOR-MRA Interviewer Training Modules  
Assertiveness Training Exam**

Name: \_\_\_\_\_

**1. Match the interviewer approach with it's correct definition below:**

An interviewer is....

When he/she is.....

a. Passive

Out of control by being rude, hostile, argumentative, and negative. \_\_\_\_

b. Assertive

Not in control at all, through being timid, hesitant, speaking in a monotone or sounding bored. \_\_\_\_

c. Aggressive

In control, through being positive and confident in a persistent way, and being willing to listen as well as being prepared to answer objections. \_\_\_\_

**2. Enter below for each statement whether you think the approach is assertive, passive or aggressive.**

**Respondent:** I never do surveys on the phone!

**a. Interviewer:** You don't? Oh, okay, thank you. Goodbye.

**b. Interviewer:** What do you mean you don't do surveys? You can't take 5 minutes to talk to me?

**c. Interviewer:** I understand you are hesitant. May I ask why you never do phone surveys?

**3. What kind of opening statement/introduction proceeds as if the interviewer is sure the respondent will do the survey?**

**4. What attribute of the interviewer is the key to opening the door to respondent cooperation in the first couple of sentences/minutes in the survey?**

**5. List some important elements that an interviewer should consider in answering respondent objections:**



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6. **True or False (circle one):** When a respondent gives an objection, it is a signal that he/she might be persuaded to do the survey.
7. **What are some ways interviewers can remain positive and upbeat while being assertive and handling objections and rejection? Select the correct answers below.**
- Chew gum a lot \_\_\_\_\_
  - Don't take rejection personally \_\_\_ \_
  - Drink lots of water \_\_\_\_\_
  - Talk to the next interviewer \_\_\_\_\_
  - Visualize success/positive outcome \_\_\_ \_
  - Challenge him/herself \_\_\_ \_
  - Wear nice clothes \_\_\_\_\_
  - Talk excitedly \_\_\_\_\_
  - Think of something positive \_\_\_ \_
8. **Name some benefits interviewers can receive as a result of being assertive, not passive or aggressive?**