

**How much do you agree or disagree that . . .**

Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤

25. a. Most of the time misunderstandings between people can be cleared up by effective communication.
- b. If you are unsure of something, it is best to ask questions and seek clarification.
- c. Sometimes if you are unsure of something it helps to state the message again.
- d. If you don't understand when someone says something, it is always best to ask them to state their idea again.
- e. Confusion often occurs when people don't state their ideas clearly.

**When I have a problem I:**

Never	Rarely	Sometimes	Mostly	Almost Always
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤

26. a. Think about what information is necessary for dealing with the problem.
- b. Think up as many solutions or alternatives as possible before I take any action.
- c. Get information that is needed to deal with the problem.
- d. Think about which of the alternatives is best.
- e. Think about the possible consequences of each alternative.
- f. Compromise to get something positive from the situation.

**How true is it that . . .**

Never	Rarely	Sometimes	Mostly	Almost Always
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤
①	②	③	④	⑤

27. a. When I have to do something boring, I think about the less boring parts of it and the reward that I will receive once I am finished.
- b. When I have to do something that I know will make me nervous, I try to think about how I will overcome being nervous.
- c. If I am feeling sad, I try to think about pleasant things.
- d. When I'm having difficulty concentrating on my work, I look for ways to increase my concentration.
- e. If an unpleasant thought is bothering me, I try to think about something pleasant.
- f. When I am worried about something, I try to keep myself busy with things I like.
- g. When I am faced with a difficult decision, I prefer to postpone making a decision even if all the facts are at my disposal.
- h. When I find it difficult to settle down and do a certain job, I look for ways to help me settle down.