



CMOR-MRA Interviewer Training Modules
Assertiveness Training Exam
Answer Key

1. Match the interviewer approach with its correct definition below:

An interviewer is....	When he/she is.....
a. Passive	Out of control by being rude, hostile, argumentative, and negative. <u>c</u>
b. Assertive	Not in control at all, through being timid, hesitant, speaking in a monotone or sounding bored. <u>a</u>
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. <u>b</u>

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.

Passive

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

Aggressive

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

Assertive

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

A: *Assumptive opening*

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?

A: *Interviewer's voice*

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

A: *Recognize the underlying concerns of the objection*

A: *Acknowledge the feelings/concerns of the respondent*

A: *Show how research procedures answer those concerns*



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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.

A: *True. The respondent is saying tell me why I should be interested/make time/do 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 X
- Drink lots of water _____
- Talk to the next interviewer _____
- Visualize success/positive outcome X
- Challenge him/herself X
- Wear nice clothes _____
- Talk excitedly _____
- Think of something positive X

8. **Name some benefits interviewers can receive as a result of being assertive, not passive or aggressive?**

A:

- *Makes job more fun*
- *Fewer hang-ups*
- *Career growth*
- *Better reviews/bigger raises*
- *Incentives/bonuses*
- *Makes doing surveys easier*