

Conflict resolution workshop

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In the final questions We ask you about a recent personal conflict, which has been important to you in terms of how it has affected you. Please, be honest in your answers.

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Italy ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☒	☐	☐	☐
Self motivation	☐	☐	☒	☐	☐
Empathy	☐	☐	☐	☒	☐
Social Skills	☐	☐	☐	☐	☒

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☐	☒
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☐	☒
They tend to speak in a low voice, with little fluency, with doubts	☒	☐
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

55

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

yes because no

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☒ It may mean that they are not interested in what I am telling him/her.
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6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with. Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☐	☒	☐

7. Could describe precisely what you were feeling at that moment? *

- ☐ Yes, I am completely sure.
- ☒ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☐ Anger
- ☒ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☐ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
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Yes, because I think it's something that can improve over time

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2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

42

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I will to improve my self-control

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
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7. Could describe precisely what you were feeling at that moment? *

- ☐ Yes, I am completely sure.
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8. Point out some of the emotions, which you think you felt. *

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I don't think that you can improve assertiveness

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Yes, in my opinion the skill to communicate and be honest about ours feelings without hurting others is essential for living in a community

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I think I can't improve my assertiveness, because persons can't change

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10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
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Italy ▼

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	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☐	☐	☐	☐	☒
Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☒	☐	☐
Empathy	☒	☐	☐	☐	☐
Social Skills	☐	☒	☐	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☐	☒
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

43

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

all situations

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s)

*

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
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	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☐	☒	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☐ Anger
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- ☐ Nervous
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9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

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I think it can improved,listening to what other people have to say.

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4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I do. The situations that can improve me are to reclaim my reason.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
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3. What was your score in the assertiveness survey? *

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4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

It is definitely a skill that can be improved, I could be better in debates with strangers.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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I think yes but i dont want in this Moment,im fine

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Nelle situazioni sentimentali

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- ☐ Yes
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10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
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11. Have you solved it, how well is it resolved? *

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Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☐	☒
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

42

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

assertiveness is a skill that can be improved. I could improve my assertiveness by having more confidence in myself and not feel inferior to others when I speak

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
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7. Could describe precisely what you were feeling at that moment? *

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8. Point out some of the emotions, which you think you felt. *

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Yes i Think i can improve. When i expose my opinion

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51

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I think it's something I can do better because there are always opportunities in life, I should put them in place especially in situations that happen a few times in life and not feel guilty about the answer.

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i think my assertiveness is less change because that is enough mature

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4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes i think i can improve. I have to to improve my firmness, and my relationship and be more confident

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yes, I could be more convinced in the decisions

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6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with. Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☒	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☒ Frustration
- ☐ Jealousy/Love
- ☒ Disappointed
- ☒ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☐ I had to give up to resolve it, he/she usually wins.
- ☒ I am not totally happy, neither is he/she. It's nearly resolved.
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Italy ▼

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	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
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Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☐	☒
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☐	☒
They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

55

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

No, but I could improve in talking to others and never let me put my feet on my head even if it is difficult.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s)

*

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
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I don't want anything better because I feel perfect

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3. What was your score in the assertiveness survey? *

44

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I think I can improve, especially because I can't manage my anger and my nervousness

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
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- ☒ Yes
- ☐ Not at all.

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3. What was your score in the assertiveness survey? *

48

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

yes, i think i should improve in expressing my opinions

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
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9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
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11. Have you solved it, how well is it resolved? *

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46

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In my opinion, yes, assertiveness can be developed over time. In habitual life I could improve my relationship with others and be more secure.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
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It is because all the abilities possessed by men can be improved in order to form a society commensurate with the objectives that we aim to achieve..

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3. What was your score in the assertiveness survey? *

34

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I think that sometimes assertiveness is a point to work on, and thanks to it people can go ahead. Be careful not to be selfish and self-centered. I could improve to talk in public

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☒ It doesn't matter because I'm the one talking.
- ☐ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☒	☐	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☐ Nervous
- ☐ Loneliness
- ☒ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☐ Yes
- ☒ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☐ I had to give up to resolve it, he/she usually wins.
- ☐ I am not totally happy, neither is he/she. It's nearly resolved.
- ☒ Everything is back to normal, we have cleared up the misunderstandings. I don't think it will happen again.

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Google Formularios

Conflict resolution workshop

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If you do not understand a question, please ask your teacher.

Please choose your country *

Italy ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☐	☒
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☐	☒

3. What was your score in the assertiveness survey? *

45

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

yes. I don't feel I have to change many things because I already feel very confident in myself and assertiveness, but surely I can improve some things in my character.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
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Social Skills	☐	☐	☒	☐	☐

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They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

51

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Devo migliorare e lavorare molto su se stessa

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Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☒	☐	☐	☐	☐

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They ask for clarification	☐	☒
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

49

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

i think i need assertiveness. I define myself as an insecure person and this insecurity of mine tends to stifle my potentialities

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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- ☒ Jealousy/Love
- ☒ Disappointed
- ☒ Nervous
- ☒ Loneliness
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9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

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Please choose your country *

Portugal ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
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Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☐	☐	☒

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

44 points

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
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	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☐	☒	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☐ Nervous
- ☐ Loneliness
- ☒ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☒ Not resolved. I don't want/he/she doesn't want.
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Turkey ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

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Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☒	☐	☐	☐
Self motivation	☐	☐	☒	☐	☐
Empathy	☐	☐	☐	☒	☐
Social Skills	☐	☐	☐	☐	☒

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☐	☒
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☐	☒
They know how to start a conversation.	☐	☒
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☐	☒

3. What was your score in the assertiveness survey? *

:) _____

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes. My social relationships _____

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

51

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I have to improve my assertiveness.

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Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

59

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I would like to improve my assertiveness and my self motivation. I think i could improve my social skills with my friends because i can't talk properly to people to express how i feel.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☐ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☒	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☐ Yes, I am completely sure.
- ☒ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☒ Sadness
- ☒ Envy
- ☐ Rejection
- ☒ Frustration
- ☒ Jealousy/Love
- ☒ Disappointed
- ☒ Nervous
- ☒ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☒ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☐ I had to give up to resolve it, he/she usually wins.
- ☐ I am not totally happy, neither is he/she. It's nearly resolved.
- ☐ Everything is back to normal, we have cleared up the misunderstandings. I don't think it will happen again.

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Google Formularios

Conflict resolution workshop

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If you do not understand a question, please ask your teacher.

Please choose your country *

Italy ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

41

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I have to improve my assertiveness. I have often been too authoritarian and impulsive.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s)

*

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☒ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with. Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☒	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
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- ☒ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☒ Disappointed
- ☒ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

- ☒ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☐ I had to give up to resolve it, he/she usually wins.
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Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
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They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

45

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I would like to improve my self esteem. I could improve it during a conversation among friends, by learning to communicate assertively.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☒ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☒	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☒ Frustration
- ☐ Jealousy/Love
- ☒ Disappointed
- ☒ Nervous
- ☒ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

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Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
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They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

45

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I have to improve my self-esteem. I would like to be more confident and courageous to express my opinion during a class conversation.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
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	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☒	☐	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☒ Disappointed
- ☒ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

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- ☐ I think I got what I wanted.
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Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

46

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I think that assertiveness is a skill which I can improve. I would like to be more confident in expressing my opinion during a discussion with my friends.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☒ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☒	☐	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☒ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☒ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
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- ☐ I had to give up to resolve it, he/she usually wins.
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Please choose your country *

Italy ▼

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Self motivation	☐	☐	☒	☐	☐
Empathy	☐	☐	☐	☒	☐
Social Skills	☐	☐	☐	☐	☒

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☒	☐
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☐	☒

3. What was your score in the assertiveness survey? *

59

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

When I discuss with my Sister, I would like to do it without being Angry .

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
- ☐ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☒ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with. Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☐	☐	☐	☐	☒

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☐ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☐ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☐ Nervous
- ☐ Loneliness
- ☒ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☐ Yes
- ☒ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
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If you do not understand a question, please ask your teacher.

Please choose your country *

Rumania ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

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Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

29

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I think assertiveness is a skill I can improve. I need to learn how to say no because people take advantage of my kindness

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
- ☒ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☐ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☒	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
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- ☐ Envy
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- ☒ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☐ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☐ Yes
- ☒ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
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- ☐ I had to give up to resolve it, he/she usually wins.
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Portugal ▼

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	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☐	☒	☐	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☐	☒	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

45 points

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, when my mother tell's me to go with her to the mall i say no. I want to say less aggressive

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s)

*

- ☒ It may mean that the person is very shy.
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7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
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8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
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- ☒ Nervous
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9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
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They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

There wasn't any score 42

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Sometimes when I'm home and my parents come to ask for something, I react badly and sometimes I respond badly. I improve this situation by saying a no in a way but calm and breathe before answering

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They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

35.

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes. When my father asks me to do something, sometimes I respond badly. I should think before answering.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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3. What was your score in the assertiveness survey? *

47

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes. When my brother asks me for a favor I am a little bit aggressive. I should react calmly

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

40

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, in my opinion you can improve everything you want and working in myself(habilities in communication, control) I can be better than now.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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I think that assertiveness can be improved because if we focus on what we want to change we can improve our way of being through small changes

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42

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Yes. Because, you with the new knowledge you can improve your assertiveness.

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11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☒ I had to give up to resolve it, he/she usually wins.
- ☐ I am not totally happy, neither is he/she. It's nearly resolved.
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Conflict resolution workshop

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Please choose your country *

Spain ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

47

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Absolutly yes I can improve my assertiveness, for example when I have a disagreement with someone who are screaming to me I should be calm and think before make a decision.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☐ It may mean that the person is very shy.
- ☒ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
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	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☐	☒	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☐ Yes, I am completely sure.
- ☒ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☒ Frustration
- ☐ Jealousy/Love
- ☐ Disappointed
- ☒ Nervous
- ☒ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
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They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

41

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I think that assertiveness is very difficult to improve but it isn't impossible because if you really want to improve you can do it. My social skills and my self-control

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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45

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Yes, I should defend my position. I should't change my opinion because of the majotity

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3. What was your score in the assertiveness survey? *

40

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

From my point of view, a person can always improve their communication skills without disrespecting others. I think it could be better to try not to raise the tone of your voice when the situation is very tense

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

43

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I think I should improve my assertiveness because I am an impulsive person. I should learn to control how I say things. When something seems unfair to me, I am the first person who defends that injustice but I take it very personally. It also depends on the situation, when it's not with someone I have enough confidence, I control myself more.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☒ Yes
- ☐ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☐ Yes
- ☒ Not at all.

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Rumania ▼

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They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

43

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I believe that assertiveness is a skill that I am going to keep improving by dealing with all kinds of situations. I think it is something that results from life experiences and that I will keep learning to improve it. I could probably improve my social skills.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
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Lithuania ▼

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They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

I don't know the score in the Assertiveness survey.

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I boost my self-confidence by taking part in various youth activities, reading books and interacting with people from different nations.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☒	☐	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☒ Yes, I am completely sure.
- ☐ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☒ Anger
- ☒ Sadness
- ☐ Envy
- ☐ Rejection
- ☒ Frustration
- ☐ Jealousy/Love
- ☒ Disappointed
- ☐ Nervous
- ☐ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☐ Yes
- ☒ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☐ I had to give up to resolve it, he/she usually wins.
- ☒ I am not totally happy, neither is he/she. It's nearly resolved.
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Please choose your country *

Lithuania ▼

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	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
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Self-control	☒	☐	☐	☐	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☐	☒
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☐	☒
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

I haven't received it yet

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, I think it's a skill and it can be improved, and I improve it by going on all kinds of projects and communicating with different people.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☒ It may mean that they are not interested in what I am telling him/her.
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3. What was your score in the assertiveness survey? *

51

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You can learn that.

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3. What was your score in the assertiveness survey? *

58

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, assertiveness can be improved. As for myself, i definitely can improve my listening and not pre-judging skills.

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3. What was your score in the assertiveness survey? *

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4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I can improve my ability to take criticism, and express my opinion with more empathy to others.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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Rumania ▼

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They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

I don't remember:))

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Of course it is and in my opinion it is a skill you must improve in order to gain respect and to be listened by other people. For me, a real life situation I would improve is to learn how to be assertive without raising my voice or without having a bossy attitude.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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3. What was your score in the assertiveness survey? *

21

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They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

My score was 54.

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

I am sure assertiveness is a skill I can improve. I am currently trying to express my opinions more and to ask for help if I need it.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

- ☒ It may mean that the person is very shy.
- ☒ It may mean that they are not interested in what I am telling him/her.
- ☐ It doesn't matter because I'm the one talking.
- ☐ I am taking control of the situation.

6. In the next question you have to reflect on a conflict you have recently had, that is important to you. Most conflicts are usually about arguments for different reasons, with people whom we have a close relationship with . Take your time to respond, because you will have to go through the whole process. *

	Parents	Siblings	Boy/girlfriend	Friend	Unknown or unimportant person	Others
Whom was the conflict with?	☒	☐	☐	☐	☐	☐

7. Could describe precisely what you were feeling at that moment? *

- ☐ Yes, I am completely sure.
- ☒ I am not totally sure

8. Point out some of the emotions, which you think you felt. *

- ☐ Fear
- ☐ Anger
- ☐ Sadness
- ☐ Envy
- ☐ Rejection
- ☒ Frustration
- ☐ Jealousy/Love
- ☒ Disappointed
- ☐ Nervous
- ☒ Loneliness
- ☐ Others

9. Were you nervous about the conflict an hour or two later? Were you still thinking about the conflict? *

- ☐ Yes
- ☒ No

10. Did you know what the other person wanted, felt and what needed to be done to resolve it? *

- ☒ Yes
- ☐ Not at all.

11. Have you solved it, how well is it resolved? *

- ☐ Not resolved. I don't want/he/she doesn't want.
- ☐ I think I got what I wanted.
- ☐ I had to give up to resolve it, he/she usually wins.
- ☐ I am not totally happy, neither is he/she. It's nearly resolved.
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Please choose your country *

Rumania ▼

1. This question is easy, but we want to know if you have the basic concepts. Throughout the project we are talking about five components of emotional intelligence: self-awareness, self-control, self-motivation, empathy, and social skills. Match each definition with its word *

	We become aware of our emotions and are able to evaluate them.	It is the ability to understand the feelings of others, and to act accordingly.	It is the ability to interact well with everyone	It is the ability to control our emotions	It is the ability to be motivated by goals beyond external rewards
Self-awareness	☒	☐	☐	☐	☐
Self-control	☐	☐	☐	☒	☐
Self motivation	☐	☐	☐	☐	☒
Empathy	☐	☒	☐	☐	☐
Social Skills	☐	☐	☒	☐	☐

2. Indicate whether these statements about assertive people are true or false. *

	True	False
They can express the presence of a problem that needs to be modified.	☒	☐
They often use a high tone of voice, do not listen	☒	☐
They ask for clarification	☒	☐
They know how to start a conversation.	☒	☐
They tend to speak in a low voice, with little fluency, with doubts	☐	☒
They can reason to explain their position, with appropriate gestures and tone of voice.	☒	☐
They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

41

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, i think it's important to have a lot of confidence when you're talking to others because it might benefit the way people see you at your work place etc. My score is not very high, but that is okay. I still have a lot to improve but I'm taking my time.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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3. What was your score in the assertiveness survey? *

3

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

It's possible because we can improve every skills . That's it.

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They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

5

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

yes. i think we improve our emotions and empathy skills

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They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

2

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes, It Might Be.

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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They aim is to dominate others, because they are better communicators	☒	☐
They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

7

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

no

5. When you talk to someone who does not keep eye contact with you, how do you feel? Mark the correct answer(s) *

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They usually have the necessary information before making a decision.	☒	☐

3. What was your score in the assertiveness survey? *

53

4. Do you think assertiveness is a skill you can improve? Reason your answer in relation to your score, What situations in real life could you improve? *

Yes. You can always get better at getting your point across. You can also learn how to better understand what everyone else is saying thus becoming a better listener

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