

Communication Self-Appraisal

This short appraisal will help you figure out how well you communicate.

Use it to determine your strengths and weaknesses.

Be very honest when you reply to the statements.

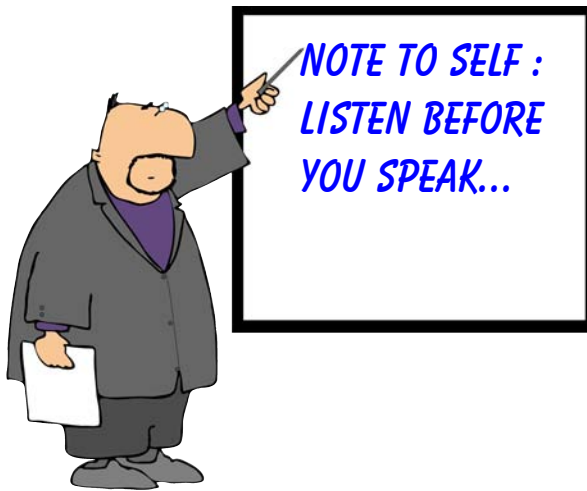
That is the only way to get a realistic appraisal of your skills.

Use the following Frequency Rating Scale to score your typical behavior.

- 4 I always do this**
- 3 I often do this**
- 2 I sometimes do this**
- 1 I seldom do this**
- 0 I never do this**

- ___ I am open and direct when I have something to say.
- ___ I am aware that the words I choose may have different meanings to the listener.
- ___ I recognize that the message I hear may not be the same message that the other person meant to send.
- ___ I analyze the receiver before I send the message and form the message according to that analysis.
- ___ I pay attention to the receiver as I am speaking.
- ___ I am purposeful and brief when I communicate.
- ___ I limit my use of technical jargon unless I am sure that the other person understands.
- ___ I don't use slang and colloquialisms unless I am sure that the other person understands them.
- ___ I avoid inflammatory words.
- ___ I know that what I say is as important as how I choose to say it.
- ___ I analyze my communication style to determine which nonverbal messages I use most often.
- ___ I think about whether it is best to deliver a message in e-mail, over the phone or in person.
- ___ I form opinions based on what I hear, not what I think before I hear the message.
- ___ I listen to ideas and consider them whether I agree or not.
- ___ I look for ways to improve my listening skills. Interpretations

TOTAL YOUR SCORE AND SEE REVERSE SIDE FOR RESULTS



Communicator or All Tied Up Inside?

SCORE

IMPLICATIONS

- 50-60** You are an exceptional communicator! You almost never contribute to misunderstandings! Or, you lied a little when you completed this appraisal.
- 40-49** You are an effective communicator! You seldom cause communication breakdowns or misunderstandings. You are a person who can analyze the message and the intent.
- 30-39** You are an average communicator! You have your share of lapses. Most of us do. Start action planning to improve your communication skills. Pick up a few books and articles on effective communication. Start learning to listen.
- 20-29** You are a below average communicator...but, you are also honest. You are already aware of your shortcomings and should start working on them immediately. Start action planning to improve your communication skills. Pick up a few books and articles on effective communication. Create a daily checklist of action items that you intend to focus on each day. Use this to keep yourself on track.
- 10 and below** Your honesty is commendable! Not only will you benefit from an action plan, you will also be well-served by taking a few courses in effective communication. Develop a daily checklist. Find ways to analyze misunderstandings to see how and where you contributed. Enlist the aid of colleagues, family and friends to help you in this developmental process.

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