



*Evaluate how well you communicate by responding to the following statements. Mark the options that are closest to your experience. Be as honest as you can: if your answer is "never," mark Option 1; if it is "always," mark Option 4; and so on. Add your scores together, and refer to the Analysis to see you skilled you are at communicating. Use your answers to identify the areas that need improvement.*

**OPTIONS**

- 1** Never
- 2** Occasionally
- 3** Frequently
- 4** Always

1. I communicate the right message to the right person at the right time.
2. I think carefully about a message before I decide how to communicate it.
3. I project self-confidence and speak confidently.
4. I welcome feedback about my communication.
5. I listen intently and check that I have understood before I reply.
6. I try to exclude personal prejudices of all kinds when judging others.
7. I am constructive and civil when I meet others.
8. I take time to give people the information they need and want.
9. I use one-to-one meetings for reviews of performance and coaching.
10. I question people to find out what they are thinking and how they are getting on.
11. I hand out written briefs that give all pertinent information on a task.
12. I use professional phone techniques to improve my communication.
13. I communicate via all available electronic media.
14. I apply the rules of good writing to external and internal communications.
15. I use an effective system of note-taking for minutes, interviews and research.
16. I test important letters and documents on reliable critics before finalizing.
17. I use fast reading techniques to speed up my work rate.
18. I prepare speeches carefully and deliver them well after rehearsal.
19. I take an active and highly visible role in internal training.
20. I plan important events to high professional standards.
21. I apply the rules of soft and hard selling to put across my points of view.

22. I enter negotiations fully primed on issues and the other side's needs.
23. I make my reports accurate, concise, clear, and well structured.
24. I research thoroughly before putting forward a written proposal.
25. I try to understand how all relevant audiences react to the organization.

#### **ANALYSIS**

*Now that you have completed the self-assessment, add up your total score and check your performance by reading the corresponding evaluation. Whatever level of success you have achieved when communicating, it is important to remember that there is always room for improvement.*

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| <b>24-56</b>  | <b>You are not communicating effectively or enough. Listen to feedback and try to learn from your mistakes.</b> |
| <b>57-87</b>  | <b>Your communications performance is patchy. Plan to improve your weaknesses.</b>                              |
| <b>88-120</b> | <b>You communicate extremely well. But remember that you can never communicate too much.</b>                    |



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