

Communications Self Assessment

As Part of our 80/20 Challenge to become a more effective communicator, complete this self assessment to gauge how far you want to go. Get paper and pen in hand. Circle the one that best fits you and write down your thoughts when prompted.



- **How good a listener are you?**

Excellent 1 2 3 4 5 Poor

Is this true with both your outer circle - colleagues, acquaintances and your inner circle - friends, family? Write down your answer.

- **If you are good listener, would you describe yourself as a passive or active listener?**

Passive/not involved 1 2 3 4 5 Engaged and Active

NOTE: Do you listen because you are shy and unsure or often just not interested or distracted?

- **How often do you feel people really hear what you have to say?**

Most of the time 1 2 3 4 5 Rarely

Is this true with both your outer circle - colleagues, acquaintances and your inner circle - friends, family? Write down your answer.

- **When the emotional, political or sales stakes are high:: [Circle choice that best fits you]**

1 More than 50% of the time, I ask clarifying/open ended questions or repeat back what the person has just said to assure I understood.

2 I don't always do the above, but am aware when I haven't, especially when the results are not what I wanted.

3 I do some of both - ask good questions, reflect what they have said and share what is on my mind. I feel pretty good about my skills under pressure (I am close to the 80/20 style communicator)

4 When I am in a pressure communication situation, I often go mute or get pushy and dominant. My active listening skills suffer.

- **Recall 2 or 3 times recently in a communication with a loved one, at work, in a sales situation, in your family.** Write down what happened. Look back at your answers above and confirm how you really think you did in these situation. Was your original idea of your skills accurate?

The goal is to say yes to the 80/20% rule. *I am a 80/20 communicator - 80% of the time in active listening, questioning and clarifying and 20% of the time, talking about myself, my product, my issues.* Now you have an idea of what needs a little practice.