

Ch3 | Robust Communication

Interpersonal Communications Effectiveness Audit

Below is a brief audit to help you determine how well your organization is doing on the key items outlined in this chapter. It is essential that you be completely honest in how you score the questions. This is not an exercise to get the highest score; it is a diagnostic tool to discover areas that need focus and improvement. On a scale of 1 to 10, with **one being strongly disagree** and **ten being strongly agree**, how would you score the following statements?

1. I attend very closely to the body language signals I send when communicating with others _____
2. When communicating with others, I watch their body language very closely for signals of interest, attention and understanding _____
3. I am a highly attentive listener and focus deeply on not only what my counterpart is saying, but also any emotions behind the words _____
4. I am careful to look for cues indicating my counterparts preferred sensory mode of receiving information and then flex my style to deliver my communications in the way that is most comfortable for them _____
5. I am adept at using both logic and emotion to express my ideas and connect with my counterpart _____
6. I listen carefully for ambiguous words or words that I do not understand and then politely ask my counterpart to more clearly define what they are trying to express to me _____
7. I listen carefully for “emotionally charged” words that indicate anger, confusion, frustration or disapproval and then politely ask my counterpart to help me understand what they are trying to express to me _____
8. I am skilled at effectively handling difficult or confrontational conversations _____
9. I am skilled at focusing on facts and real information and seldom allow myself to tell upsetting or stressful stories about situations I do not yet fully understand _____
10. I am skilled at remaining calm, composed and focused in even the most difficult and challenging situations _____

Audit Scoring Key

A score of 9-10 indicates strength in your organization.

A score of 7-8 is a good score, but has room for improvement.

A score of 5-6 is an area of concern – this score needs to be brought up because if it heads in the other direction it could lead to serious issues.

A score of 3-4 is in the danger zone and requires attention and resources to get it moving up the scale quickly.

A score of 1-2 is an emergency and should be dealt with immediately.