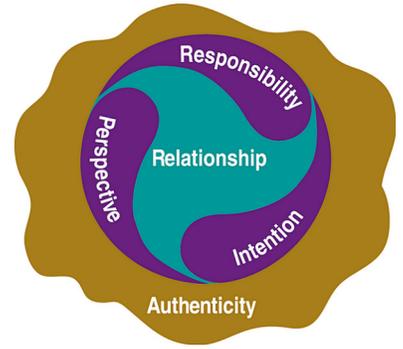




Chatsworth Consulting Group

How Well Do You Communicate?

Effective communicators are conscious of their words, thoughts, intentions, and actions. As the model on the right indicates, effective communicators keep their focus on supporting and developing the *relationship*, while taking *responsibility* for their actions, keeping an open *perspective*, and developing clear *intentions* for their communication. And all of this happens within an arena of *authenticity*. This checklist will help you identify your communication strengths and development opportunities.



Instructions:

- 1) Read each statement on both the left and the right side of the chart and rate as follows:
 - 1 = Statement on the left is true all or mostly all of the time for me
 - 2 = Statement on the left is more true than the statement on the right for me
 - 3 = Statement on the left and statement on the right are equally true for me
 - 4 = Statement on the right is more true than statement on the left for me
 - 5 = Statement on the right is true all or mostly all of the time for me
- 2) Review your score. Check back every 90 days to track your progress.
- 3) Solicit support, such as a mentor or coach, to help you address challenging items.

	Statements	Ratings					Statements
1.	I easily suspend my own judgment, ideas, and concerns when listening to others.	1	2	3	4	5	My main concern when discussing hot issues is that people hear me and agree with me.
2.	I am always clear about what I need to get from a conversation before I begin speaking.	1	2	3	4	5	I may not know my final point when speaking with others, but I eventually get there.
3.	If you haven't "heard" me, then I haven't spoken clearly enough.	1	2	3	4	5	If you haven't "heard" me, then you haven't been listening.
4.	I come from a place of honesty and authenticity when talking with someone.	1	2	3	4	5	I am willing to do whatever it takes to win an argument.
5.	I am aware of my own biases and emotional reactions when speaking with others.	1	2	3	4	5	I feel emotions have nothing to do with communication.
6.	I take full responsibility for my part in a conversation.	1	2	3	4	5	I am a great communicator – it's everyone else who has something to learn.



Statements		Ratings					Statements
7.	I do my best to understand others' points of view before trying to win them over to my point of view.	1	2	3	4	5	I feel that it's best to convince first and listen second.
8.	I am willing to listen and give credence to someone else's ideas.	1	2	3	4	5	I feel that my ideas and my viewpoint are generally best.
9.	I let others know when they've done something well or when I appreciate their efforts.	1	2	3	4	5	I only let people know when they've done something wrong.
10.	I try to be explicit in what I need and expect from others.	1	2	3	4	5	I expect others to know what I need from them.
11.	I tailor what I say to my audience.	1	2	3	4	5	My message is the same, no matter who is listening.
12.	I realize that what specific words or terms mean to me may be different from what they mean to others.	1	2	3	4	5	I don't understand why people sometimes misinterpret what I say.
13.	I believe that communication is at the heart of most (if not all) issues.	1	2	3	4	5	Communication is rarely the true issue at the heart of conflict.

Total Score: _____

Scoring Key:

1-16: Congratulations! You obviously value effective communication. You have the opportunity to choose where to focus your attention to further develop your strengths.

17-32: Your communication skills are clearly strong. Take this opportunity to celebrate your strengths and to focus on your clearest developmental needs.

33-47: You are developing awareness of the communication areas that are most challenging to you. Further assess your strengths and developmental needs and make some specific changes that will benefit your communication.

48-65: Communicating well with others may be a struggle for you. Select one or two specific areas that you want to improve and find the appropriate support you need in order to do so.