**Communication Self-Assessment** **

This is a tool to recognize your strengths and areas for growth and is most effective when completed annually to reassess. Answer honestly and without self-judgment. Each of the 52 sentences are tools for excellent communication. Put a score for each line to the left of the line.

**10 always**

**9 most of the time**

**7 often**

**5 sometimes**

**3 seldom**

**1 never**

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**Non-verbals**

I generally use open body language.

I use appropriate eye contact.

I consciously try to match the body language of the other person.

I notice and respond to others’ non-verbal cues (tone, body language, etc.)

**Impact**

I am present with people (paying attention).

I empathize (put myself in their shoes).

I am slow to judge.

I am honest while operating with respect.

I have an easy presence/make others feel comfortable.

I make efforts to build rapport (and it works).

I paraphrase to check for clarity and to convey understanding.

I make efforts to check in that the other person is “with” me.

I invite the other into conversation (don’t monologue).

I can “let go” of a negative interaction and not be overly affected.

**Awareness**

I read people well.

I am aware of the impact I make on others.

I am aware of my emotional triggers and choose my response appropriately.

I notice the communication style needed for the situation/person and adapt accordingly.

Generally, I am pleasant to be around.

**Creating culture**

I praise colleagues for achievements and behaviors I want to reinforce.

I model what I would like to see from others (regarding communication).

I generally talk ½ the time and listen ½ the time.

**1**

**Listening**

I listen for facts and feelings.

I ask questions at appropriate times while listening.

When appropriate, I take notes when someone is talking.

I ask open ended questions.

I don’t interrupt when others are talking.

I am comfortable with silence and giving time to think.

I am non-judgmental when I listen.

I first seek to understand, and then to be understood.

I ask someone to repeat if I did not hear or understand.

**Assertiveness**

I address difficult topics/issues.

I clearly state my expectations.

I hold people accountable.

I am comfortable to give constructive feedback to others.

I am tactful.

If I am going to give constructive feedback, I rehearse.

I use “and” instead of “but” when sharing negative and positive feedback.

I am assertive (not passive, and not aggressive).

I speak up and hold back appropriately.

I encourage others to problem-solve instead of providing solutions too quickly.

I am skilled with negotiation; I don’t back down too easily nor force my way excessively; I strive for “win-win.”

I share my vision/future direction with others.

I stop gossip when I hear it.

If an issue has an emotional tone, I talk to the person face to face instead of email.

**Self-assured**

I am willing to be vulnerable.

I admit fault when it occurs.

I generally trust others and others can trust me.

Generally, I assume positive intent.

I am not defensive.

I don’t take things too personally.

I seek and comfortably accept constructive feedback, and implement changes where appropriate.

**GROWTH PLAN**

Successful communication doesn’t happen by accident.

Good intentions are not enough.

These questions identify strengths and areas for growth, as each are a suggestion for excellent communication.

Identifying 3 strengths & 3 growth areas from above and create a plan to work on the growth areas.

My action plan for growth:

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