

Assessing Your Communication

INSTRUCTIONS

For each question, check whether you are more apt (+) to exhibit this communication behavior, or whether it needs development (-).

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1. Do I take full responsibility for the message being heard by the other person? (Remember, it doesn't matter what you say, it only matters what the other person hears.)
2. Does the other person feel heard and understood by me? (Did I acknowledge them?)
3. If I was asking someone to take a specific action, do I make my request clear?
4. Do I speak in a way that the other person can understand? (Speaking in their communication style.)
5. Do I communicate openly, without prejudices, expectations, or judgment? (Do I react to what others are saying in a way that prevents me from listening to their full message? Was I focused on having to be right, or was I truly hearing the other person's point of view?)
6. Do I leave the conversation feeling good – having gained some value from the interaction?
7. Do I follow-up to see if the conversation was successful? (That it led to the desired results?)
8. If the outcome of the conversation did not meet my expectations, do I learn what I could improve upon to better communicate with that particular person in the future?

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