

Communication Survey

1. I try to anticipate and predict possible causes of confusion, and I deal with them up front.
2. When I write a memo, email, or other document, I give all of the background information and detail I can to make sure that my message is understood.
3. If I don't understand something, I tend to keep this to myself and figure it out later.
4. I'm sometimes surprised to find that people haven't understood what I've said.
5. I can tend to say what I think, without worrying about how the other person perceives it. I assume that we'll be able to work it out later.
6. When people talk to me, I try to see their perspectives.
7. I use email to communicate complex issues with people. It's quick and efficient.
8. When I finish writing a report, memo, or email, I scan it quickly for typos and so forth, and then send it off right away.
9. When talking to people, I pay attention to their body language.
10. I use diagrams and charts to help express my ideas.
11. Before I communicate, I think about what the person needs to know, and how best to convey it.
12. When someone's talking to me, I think about what I'm going to say next to make sure I get my point across correctly.
13. Before I send a message, I think about the best way to communicate it (in person, over the phone, in a newsletter, via memo, and so on).
14. I try to help people understand the underlying concepts behind the point I am discussing. This reduces misconceptions and increases understanding.
15. I consider cultural barriers when planning my communications.

	Always	Sometimes	Rarely/Never
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____
11.	_____	_____	_____
12.	_____	_____	_____
13.	_____	_____	_____
14.	_____	_____	_____
15.	_____	_____	_____

Scoring:

5 points for each Always answer: _____

3 points for each Sometimes answer: _____

0 points for each Rarely/Never answer: _____

Total: _____

50-75 points: Excellent! You understand your role as a communicator, both when you send messages, and when you receive them. You anticipate problems, and you choose the right ways of communicating. People respect you for your ability to communicate clearly, and they appreciate your listening skills.

25-49 points: You're a capable communicator, but you sometimes experience communication problems. Take the time to think about your approach to communication, and focus on receiving messages effectively, as much as sending them. This will help you improve.

0-24 points: You need to keep working on your communication skills. You are not expressing yourself clearly, and you may not be receiving messages correctly either. The good news is that, by paying attention to communication, you can be much more effective at work, and enjoy much better working relationships! The rest of this article will direct you to some great tools for improving your communication skills.

Adapted from Mind Tools Communication Survey

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