

Empathizing

Empathizing examines the extent to which you think about the perspectives and feelings of others when they are communicating with you, and the degree to which you adjust your style to accommodate them. It asks the question: "How well do you create a climate of warmth and sincerity, where people feel comfortable sharing their thoughts because they know you will listen?"

1. I maintain good eye contact and give people my full attention.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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2. I smile warmly at people when they appear to want to talk to me.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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3. I let people finish what they are saying without interrupting.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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4. I think about why as well as what people are saying.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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5. I show genuine interest when people are talking to me, whatever the subject or topic.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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6. I use a variety of careful questioning approaches to help understand the other person.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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7. I generally mirror people's facial expressions when I listen to them.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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8. I engage in as much "small talk" as necessary to help people feel comfortable.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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9. I like to find out something about the people with whom I talk.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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10. I look at the feelings or emotions behind the words people are using.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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11. People who know me would say that I am a sincere and genuine communicator.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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12. I encourage people to speak their minds openly and share their concerns.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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Receiving the Message

Receiving the Message looks at how well you listen to and successfully "process" what others are saying (verbal and non-verbal messages) before you respond. It asks the question: "How attentive or empathetic are you in a listening situation so that you can fully appreciate what the speaker is trying to convey?"

13. I avoid interrupting while the other person is speaking.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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14. I make sure that I am in the right frame of mind for all important discussions.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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15. I try to find quiet environments in which to talk and listen to people.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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16. My body language is conducive to attentive listening.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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17. I listen enthusiastically and positively.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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18. I avoid trivializing the ideas or views expressed by people I am talking with.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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19. I look people in the eye and regularly nod in order to demonstrate that I have understood them.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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20. I focus my attention on the speaker and concentrate on what is being said.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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21. I try not to let my mind wander when someone is talking to me.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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22. I am calm and patient in conversation and discussion.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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23. I take information in on several different "channels" where necessary.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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24. People who know me well would say that I am a good listener.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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Clarifying

Clarifying looks at the extent to which you use careful and incisive questioning techniques to successfully "translate" the words and actions of the other party in order to understand their meaning. It asks the question: "How well do you gently question and probe the other person in a conversation or discussion, in order to ensure that you accurately interpret their message?"

25. I avoid making the other person feel as if he or she is being interrogated.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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26. I look for the underlying message behind people's words.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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27. I try to use "word pictures" when clarifying what the speaker seems to be saying.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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28. I gently get the speaker to provide "missing" information as the conversation flows.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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29. I regularly paraphrase to test my understanding of what is being said.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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30. I carefully probe when I do not fully understand something.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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31. I use open questions to get people to explain their ideas.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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32. I demonstrate that I can be helpful and genuine in conversations.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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33. People who know me would say that I ask incisive questions in conversations.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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34. I summarize what I think I've heard to make sure that I have understood clearly.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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35. I am comfortable speaking up when I am confused or unsure.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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36. I offer my interpretation of what is being said in order to verify my understanding of what is being communicated.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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Understanding

Understanding looks at the extent to which you make sense of what you see and hear in order to engage fully in a conversation and respond intelligently, according to the circumstances. It asks the question: "How well do you reflect and process information while someone is speaking, in order to understand the key aspects of what is being communicated and how you might respond?"

37. I avoid assuming that the other person's perspective is the same as mine.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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38. I give people time, attention, and encouragement so they can get their message across.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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39. I respect other people's feelings when I offer my comments.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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40. I piece together all the different parts of what people say and do to make sense of it.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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41. I ask the other person to re-phrase their message when I am confused.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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42. I suspend judgment about what is being said for as long as necessary.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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43. I correctly identify the level of someone's feelings and emotions in a conversation.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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44. I am good at "reading between the lines" wherever necessary.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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45. I connect what people say to me with what I already know in order to achieve a better understanding.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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46. I carefully follow the flow of a conversation so I can respond appropriately.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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47. I seek to put what I hear into a reasonable context, based on my experience.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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48. I expect conversation and discussion to improve my knowledge and understanding.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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Reading Non-Verbal Clues

Reading Non-Verbal Clues looks at the extent to which you pick up on body language and tone of voice in order to understand the complete communication message. It asks the question: "How well do you assess the other person's feelings and meaning by looking beyond the spoken words that you hear?"

49. I quickly sense when a person's feelings do not match his or her words.

Almost never Occasionally Frequently Very frequently Almost always

50. I can tell when the other party is distracted or their mind is somewhere else.

Almost never Occasionally Frequently Very frequently Almost always

51. I can tell when the climate for open communication is not quite right.

Almost never Occasionally Frequently Very frequently Almost always

52. I am good at "reading" other people.

Almost never Occasionally Frequently Very frequently Almost always

53. I watch people's facial expressions and hand movements very carefully.

Almost never Occasionally Frequently Very frequently Almost always

54. I adjust my communication style if I feel that I am losing the other person's attention.

Almost never Occasionally Frequently Very frequently Almost always

55. I am good at sensing a negative atmosphere when I walk into a room.

Almost never Occasionally Frequently Very frequently Almost always

56. Inconsistencies between words and body language are easy for me to identify.

Almost never Occasionally Frequently Very frequently Almost always

57. I quickly notice changes in tone or pitch.

Almost never Occasionally Frequently Very frequently Almost always

58. I try to pick up on an individual's underlying feelings.

Almost never Occasionally Frequently Very frequently Almost always

59. I pick up on and understand non-verbal clues and signals.

Almost never Occasionally Frequently Very frequently Almost always

60. I can tell when someone is confused about what I'm saying by observing his or her body language.

Almost never Occasionally Frequently Very frequently Almost always

Giving and Receiving Feedback

Giving and Receiving Feedback looks at the extent to which you are able to successfully offer constructive feedback to others and accept direct feedback from others. It asks the question: "How open are you to offering candid feedback to others in a constructive or helpful way, and how capable are you in accepting coaching or guiding communications from others?"

61. I try to make sure that the "air time" in a conversation is equally shared.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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62. I find it easy to get the other person's attention when speaking with them.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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63. I provide and welcome feedback because I want to become a more effective communicator.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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64. I am appreciated for my direct and clear communication style.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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65. I openly demonstrate that I appreciate getting feedback from other people.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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66. I avoid engaging in emotional or negative feedback discussions.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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67. I am not concerned about someone's motives for providing feedback.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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68. I focus my attention on the key lesson to be given or taken from the feedback.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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69. I try not to insult or demean the other party when offering critical comments.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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70. I focus on the facts when giving and receiving feedback.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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71. I consider every constructive criticism as an opportunity to improve.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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72. I am sensitive to my needs and the needs of others when communicating.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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Transmitting Your Message

Transmitting Your Message looks at the extent to which you use a range of communication methods and means to get your message across to others successfully. It asks the question: "How well do you ensure that the transmission of information that is important to you is communicated in language that is clear, concise, and consistent?"

73. I communicate feelings as well as ideas and facts.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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74. I use multiple channels to get messages across to people.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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75. I make sure my deeds match my words.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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76. I find that I can lift team spirit and morale through effective communication.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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77. I am able to get complicated ideas across clearly.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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78. I deliver my communication at a pace and in a way that is comfortable for others.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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79. I say things in a variety of slightly different ways in order to reinforce what I mean.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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80. I am very aware of the other person's needs.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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81. I change and vary my communication style according to the situation.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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82. I find the "right" words for the circumstances.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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83. I select the most appropriate method to transmit my messages.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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84. I avoid using jargon, "gobbledygook," and inappropriate language.

<input type="radio"/>	Almost never	<input type="radio"/>	Occasionally	<input type="radio"/>	Frequently	<input type="radio"/>	Very frequently	<input checked="" type="radio"/>	Almost always
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