

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.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

2. I smile warmly at people when they appear to want to talk to me.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

3. I let people finish what they are saying without interrupting.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

4. I think about why as well as what people are saying.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

5. I show genuine interest when people are talking to me, whatever the subject or topic.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

6. I use a variety of careful questioning approaches to help understand the other person.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

7. I generally mirror people's facial expressions when I listen to them.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

8. I engage in as much "small talk" as necessary to help people feel comfortable.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

9. I like to find out something about the people with whom I talk.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

10. I look at the feelings or emotions behind the words people are using.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

11. People who know me would say that I am a sincere and genuine communicator.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

12. I encourage people to speak their minds openly and share their concerns.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

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.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

14. I make sure that I am in the right frame of mind for all important discussions.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

15. I try to find quiet environments in which to talk and listen to people.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

16. My body language is conducive to attentive listening.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

17. I listen enthusiastically and positively.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

18. I avoid trivializing the ideas or views expressed by people I am talking with.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

19. I look people in the eye and regularly nod in order to demonstrate that I have understood them.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

20. I focus my attention on the speaker and concentrate on what is being said.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

21. I try not to let my mind wander when someone is talking to me.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

22. I am calm and patient in conversation and discussion.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

23. I take information in on several different "channels" where necessary.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

24. People who know me well would say that I am a good listener.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

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.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

26. I look for the underlying message behind people's words.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

27. I try to use "word pictures" when clarifying what the speaker seems to be saying.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

28. I gently get the speaker to provide "missing" information as the conversation flows.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

29. I regularly paraphrase to test my understanding of what is being said.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

30. I carefully probe when I do not fully understand something.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

31. I use open questions to get people to explain their ideas.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

32. I demonstrate that I can be helpful and genuine in conversations.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

33. People who know me would say that I ask incisive questions in conversations.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

34. I summarize what I think I've heard to make sure that I have understood clearly.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

35. I am comfortable speaking up when I am confused or unsure.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

36. I offer my interpretation of what is being said in order to verify my understanding of what is being communicated.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

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.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

38. I give people time, attention, and encouragement so they can get their message across.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

39. I respect other people's feelings when I offer my comments.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

40. I piece together all the different parts of what people say and do to make sense of it.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

41. I ask the other person to re-phrase their message when I am confused.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

42. I suspend judgment about what is being said for as long as necessary.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

43. I correctly identify the level of someone's feelings and emotions in a conversation.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

44. I am good at "reading between the lines" wherever necessary.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

45. I connect what people say to me with what I already know in order to achieve a better understanding.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

46. I carefully follow the flow of a conversation so I can respond appropriately.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

47. I seek to put what I hear into a reasonable context, based on my experience.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

48. I expect conversation and discussion to improve my knowledge and understanding.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

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.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

62. I find it easy to get the other person's attention when speaking with them.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

63. I provide and welcome feedback because I want to become a more effective communicator.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

64. I am appreciated for my direct and clear communication style.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

65. I openly demonstrate that I appreciate getting feedback from other people.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

66. I avoid engaging in emotional or negative feedback discussions.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

67. I am not concerned about someone's motives for providing feedback.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

68. I focus my attention on the key lesson to be given or taken from the feedback.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

69. I try not to insult or demean the other party when offering critical comments.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

70. I focus on the facts when giving and receiving feedback.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

71. I consider every constructive criticism as an opportunity to improve.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

72. I am sensitive to my needs and the needs of others when communicating.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

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.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

74. I use multiple channels to get messages across to people.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

75. I make sure my deeds match my words.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

76. I find that I can lift team spirit and morale through effective communication.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

77. I am able to get complicated ideas across clearly.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

78. I deliver my communication at a pace and in a way that is comfortable for others.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

79. I say things in a variety of slightly different ways in order to reinforce what I mean.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

80. I am very aware of the other person's needs.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

81. I change and vary my communication style according to the situation.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

82. I find the "right" words for the circumstances.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

83. I select the most appropriate method to transmit my messages.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always

84. I avoid using jargon, "gobbledygook," and inappropriate language.

☐ Almost never ☐ Occasionally ☐ Frequently ☐ Very frequently ☐ Almost always