

## **PowerPhrase Survey**

*Select what you would say in response to each scenario.*

1. You are at dinner with work colleagues. Your tab came to \$20 and splitting the bill would cost you \$70. You don't want to split. What would you say?
  - a. That's outrageous! I'm not paying for your dinner.
  - b. Okay, it that seems fair to you.
  - c. I'm not comfortable with that because my tab came to only \$40. I am comfortable chipping in \$10 but no more.
2. Your boss is unfairly critical of you at a meeting. What would you say?
  - a. You are dead wrong about that. You don't know what you're talking about.
  - b. Nothing.
  - c. I would be very happy to discuss this issue in private. When can we meet?
3. Someone sent you an email that said there was an attachment, but you didn't get it. What would you say?
  - a. You forgot the attachment.
  - b. Gee, I'm not technical at all. I must be doing something wrong because when I try to open the attachment, I can't find one. Sorry to bother you but can you resend it?
  - c. I didn't receive the attachment.
4. Your coworker made errors in a joint report. What would you say?
  - a. This is sloppy. Didn't you proofread?
  - b. Nothing – you stay late to fix the errors and you don't say anything.
  - c. Great job. I did find a few errors. Is now a good time for me to point them out?
5. You were expecting other team members to attend a sales meeting with you and you just discovered no one else planned to go. You want support at the meeting. What would you say?
  - a. I can't count on ANYONE here! You need to come to this meeting.
  - b. Gee, I really don't want to go to this meeting alone.
  - c. My understanding is that I would have support at this meeting. This is a priority. Please come with me.
6. A customer has a legitimate complaint but her way of communication is offensive. She calls you a name. What would you say?
  - a. Shut up!
  - b. An apology or you say nothing.
  - c. I care very much about this situation and when you speak to me this way, I find it difficult to focus on a solution.
7. A coworker says something in a sarcastic tone. What would you say?
  - a. "Whatever" in a sarcastic tone.

- b. Nothing.
  - c. That sounds sarcastic. Is there something we need to discuss directly?
8. You have a customer who seems hesitant to place an order. What would you say?
- a. What's the hang up? You know you want it. I've spent an hour of my time with you!
  - b. You don't want it, do you?
  - c. What concerns do you have? If we could clear those up, would you be ready to order?
9. Your coworker says, "You're not supporting me enough with this project!" What would you say?
- a. What now?
  - b. Nothing I do is every enough.
  - c. What specifically can I do to support you?
10. You have a teenage daughter who just got home an hour late. What would you say?
- a. I've had it with you. You're grounded for a month. Go to your room.
  - b. You don't care about me at all, do you?
  - c. I'm glad you're home safe. I was worried you were in an accident. Of course, you know what the consequences are of coming home so late. I am so relieved to see you.

### **Scoring**

- 1 point for each "a" selected
- 2 points for each "b" selected
- 3 points for each "c" selected

Score of 0-16	You unfortunately have a PowerPhrase deficiency going on! Communication with people around you may be difficult.
Score of 17-23	You need work on PowerPhrasing skills!
Score of 25-30	You are doing well with your PowerPhrasing skills!