

Principles of Everyday Conversations

Self Assessment



Conversations are the way we connect, inspire, reassure and reinforce – they are the lifeblood of leadership. Complete this self-assessment to reflect on the extent to which you demonstrate the seven key principles of everyday conversations when engaging others.

When you're done, consider which principle you score the highest on, and on which you score the least.

What's the smallest thing you can do to have the biggest impact on your ability to demonstrate this principle?

| | | Self Rating | | | |
|---------------|---|-------------|---------------|-----------|-------------------|
| Principle | | 0 = Rarely | 1 = Sometimes | 2 = Often | 3 = Almost Always |
| Be Courageous | I respectfully share what I think or believe in, even if I don't think others agree | | | | |
| | I'm able to stay open and receptive to hearing things that I don't like or want to hear | | | | |
| | During conversations with others it's common for me to share something of or about myself | | | | |
| | I am prepared to be vulnerable in the service of the conversation and / or other person | | | | |
| | Total: | | | | /12 |
| Be Empathetic | When engaging with someone I take the time to consider what it would be like to take a 'walk in their shoes' | | | | |
| | I respect the different experiences and perspectives of others | | | | |
| | I avoid making assumptions or jumping to conclusions about other people's motivations | | | | |
| | When speaking with someone I focus as much on what they are <i>not</i> saying as what they are saying | | | | |
| | Total: | | | | / 12 |
| Be Present | When speaking with someone I give them my undivided attention | | | | |
| | During conversations I put a lot of effort into asking good questions | | | | |
| | I listen carefully for the other person's perspective and for what I don't already know about a situation or issue | | | | |
| | I pay close attention to other people's non verbal communication signs (and the signals they are sending) when I am talking with them | | | | |
| | Total: | | | | / 12 |
| Be Aware | I make sure I know what I want to say and how to say it before heading into an important meeting or conversation | | | | |
| | I appreciate how my mood and reactions within a conversation impact others | | | | |
| | When a conversation becomes difficult I recognise and calmly manage challenging comments or behaviour | | | | |
| | I am able to identify prior or peripheral issues that may be impacting on the current conversation | | | | |
| | Total: | | | | /12 |
| Be Silent | I communicate at an appropriate pace and uses pauses effectively to collect my thoughts | | | | |
| | I give the other person in the conversation time to digest what I'm saying | | | | |
| | I resist filling moments of silence in a conversation with more talking | | | | |
| | On average, I speak less than 50% of the time in a conversation | | | | |
| | Total: | | | | / 12 |