Communication Aptitude - Self Assessment

Choose among each of the following pairs of statements which one describes your behaviour in the office better. If both applies to you equally, chose the third option.

Listening

1. When􏰁 people􏰁 engage􏰁 me,􏰁 I 􏰁am􏰁 able 􏰁to 􏰁stay focused 􏰁on 􏰁what􏰁 they 􏰁are 􏰁saying until they feel heard.
2. I􏰁 bring 􏰁in my 􏰁own 􏰁views 􏰁and􏰁 judgments before others finish expressing themselves.
3. Both statements apply to me equally.

Talking

1. When I talk, I know well what messages I want to pass and I am able to stay clear and concise.
2. I do not feel well understood – therefore I have an urge to be extensive in explanations.
3. Both statements apply to me equally.

Patience

1. When􏰁 others 􏰁are 􏰁not 􏰁as 􏰁fast􏰁 as 􏰁I 􏰁am 􏰁or 􏰁I 􏰁wish 􏰁them􏰁 to 􏰁be, 􏰁I 􏰁can 􏰁let􏰁 them􏰁 do 􏰁at􏰁 their 􏰁own 􏰁pace 􏰁without 􏰁personal 􏰁irritation.
2. I am intolerant of people who are not up to their tasks and keep the team from getting on with what we are doing.
3. Both statements apply to me equally.

Empathy

1. I empathise􏰁 with 􏰁co-workers, even􏰁if􏰁their behaviour and attitudes differ from􏰁 my 􏰁ways and values.
2. I cannot empathise with people if they do not behave properly and if they have problematic attitudes.
3. Both statements apply to me equally.

Upset

1. When I get upset, then it is because of a serious matter.
2. I found myself getting upset by quite trivial things.
3. Both statements apply to me equally.

Trust

1. I trust the members of my team and I feel free to be open and disagree.
2. I try to keep some of my thoughts for myself because disagreeing with some of my team members makes everything complicated and unpleasant.
3. Both statements apply to me equally.

SCORING:

5 points for each A

1 point for each B

3 points for each C

24-30: high communication aptitude. Your team mates are lucky for working with you.

15-23: moderately good communication aptitude - work on self improvement.

06-14: undeveloped communication aptitude - seek help from a Staff Counsellor.