



## Rank your communication effectiveness

On a scale from 1 to 7 with 1 being “Never” and 7 being “Always” [realizing of course that those words and this scale is subjective], how often do you ....

	1	2	3	4	5	6	7
1. Talk at the same pace as your listener?							
2. Stumble over your words?							
3. Give them the level of detail necessary?							
4. Take offense when they ask questions?							
5. Have to repeat or rephrase your request or your thoughts?							
6. Show frustration when you are not understood?							
7. Finish other people’s sentences—and it’s not what they were going to say?							
8. More comfortable expressing anger, sadness, criticism, etc than happiness and praise?							
9. Know whether to begin a conversation with social small talk, then to business, or talk in bullet points using short, blunt words?							
10. Assume others know how you feel about topics?							
11. Find yourself surprised when your directions are not followed?							
12. Find yourself daydreaming when others are talking to you?							
13. Ask for clarification or for the other person to repeat what you just said?							

If you answered higher to questions 1, 3 or 9, and lower to questions 2, 4, 5, 6, 7, 8, 10, 11 or 12, your communication skills are very good. Congratulations and keep up the good work!

If you answered higher to questions 2, 4, 5, 6, 7, 8, 10, 11 or 12, and lower to questions 1, 3 or 9, your communications may be missing the mark. Several things you can do immediately to improve:

- Stay engaged in the conversation by asking questions that can either clarify their point and relevance to the discussed topic
- Give more detail when the process is more important than the outcome. Give less detail when the end result is more important than how they completed the task.
- If they talk faster than you do, speed up your speech pace. If they talk slower, pause more often.
- Listen to the words they are using .... Are they talking more about people, or more about “to do” lists? Take their lead and talk about the same types of things.
- If they talk more about people, you need to engage in small talk before business. If they are more task-oriented, they will be bored with social small talk.

For more ways on increasing your communication skills:

- [Sign up](#) for Shari’s newsletter
- [Contact Shari](#) for information on her 1-on-1 mentoring programs and hands-on workshops. Other individuals and companies have had positive results after working with Shari.