



Workplace Communication Effectiveness Inventory

Answer the following questions regarding your workplace communication impact as honestly and objectively as possible. Circle the number on the rating scale that best represents you. Five indicates *most* like you while one is *least* like you.

When I am communicating with co-workers and customers, I:

1. Am able to establish rapport quickly	5	4	3	2	1
2. Demonstrate active listening skills	5	4	3	2	1
3. Avoid making “snap” decisions about others	5	4	3	2	1
4. Provide the person the opportunity to state their concerns	5	4	3	2	1
5. Am aware of, and sensitive to, other styles	5	4	3	2	1
6. Know how I am perceived by others	5	4	3	2	1
7. Can guide a conversation to create a win-win outcome	5	4	3	2	1
8. Look for opportunities to build trust	5	4	3	2	1
9. Can read and respond to non-verbal messages	5	4	3	2	1
10. Exceed my communication goals	5	4	3	2	1

TOTAL SCORE _____

If you scored 40 or more, you are a master of workplace communication effectiveness. If you scored between 30 and 39, you are well on your way to being a master of workplace communication but need to improve your understanding of the process. If you scored less than 30, this is an important development opportunity for you. Try to become a student of the process and look for ways to build on your communication skills. *When we communicate effectively, we succeed.*