

Communication Skills

In each of the following, read items A, B, and C, then mark the one that best describes your communication style. (24 total)

1.
 - a) When conversing with others, I usually do most of the talking.
 - b) When conversing with others, I usually let the other person do most of the talking.
 - c) When conversing with others, I try to equalize my participation in the conversation.
2.
 - a) When I first meet someone, I wait for the other person to make the introduction first.
 - b) When I first meet someone, I introduce myself with a smile and offer a handshake.
 - c) When I first meet someone, I hug the person.
3.
 - a) I usually "warm-up" new conversations with small talk.
 - b) I usually avoid small talk and jump into more important matters.
 - c) I usually avoid starting conversations.
4.
 - a) I make an effort to remember and use peoples' names.
 - b) I don't pay attention to names as I tend to forget them.
 - c) I only learn the names of important people.
5.
 - a) I frequently use courtesy words and phrases - "Please," "Thank you," "You're welcome," "I'm sorry."
 - b) I occasionally use these courtesy words and phrases.
 - c) I never use these courtesy words and phrases.
6.
 - a) I tend to be serious and don't smile often while conversing.
 - b) I smile all the time while conversing.
 - c) I smile at appropriate times while conversing.
7.
 - a) I make eye contact while conversing.
 - b) I sometimes make eye contact while conversing.
 - c) I never make eye contact while conversing.
8.
 - a) While conversing, I hold my head still at all times.
 - b) While conversing, I nod my head at appropriate times.
 - c) While conversing, I nod my head constantly.

- 9.
- a) While conversing, I stand one-foot away from the person.
 - b) While conversing, I stand two- to three-feet away from the person.
 - c) While conversing, I stand five- to six-feet away from the person.
- 10.
- a) I often stand while talking to a person who is sitting.
 - b) I often sit while talking to a person who is sitting.
 - c) I often lean down while talking to a person who is sitting.
- 11.
- a) To end a conversation, I often just leave.
 - b) To end a conversation, I begin to look impatient hoping the person will get the hint.
 - c) To end a conversation, I wrap up with a closing statement.
- 12.
- a) If a co-worker has put on weight, I say nothing about it.
 - b) If a co-worker has put on weight, I tell the person that he or she has changed in appearance.
 - c) If a co-worker has put on weight, I honestly tell the person that he or she looks fat.
- 13.
- a) When I'm listening to the speaker, I often cross my arms over my chest.
 - b) When I'm listening to the speaker, I often lean back and turn my body away from the speaker.
 - c) When I'm listening to the speaker, I often lean slightly forward and face my body toward the speaker.
- 14.
- a) When I cross my leg, I cross my leg facing the speaker.
 - b) When I cross my leg, I cross my leg away from the speaker.
 - c) When I cross my leg, I bob my foot.
- 15.
- a) While listening, I tend to be distracted by things going on around me.
 - b) While listening, I listen for meaning and ask questions.
 - c) While listening, I watch the person speak, but I don't "hear" a word.
- 16.
- a) When someone talks about an unfortunate or sad experience, I don't comment about it.
 - b) When someone talks about an unfortunate or sad experience, I try to change the subject.
 - c) When someone talks about an unfortunate or sad experience, I try to relate to the person's feelings and show sensitivity to his or her misfortune.

- 17.
- a) When I discuss a topic, I tend to talk about and focus on positive (good) aspects.
 - b) When I discuss a topic, I tend to talk about and focus on the negative (bad) aspects.
 - c) When I discuss a topic, I tend to complain.
- 18.
- a) When I have a negative opinion or comment, I just say it.
 - b) When I have a negative opinion or comment, I lead in with a positive comment first.
 - c) When I have a negative opinion or comment, I say nothing.
- 19.
- a) When I receive unfavorable feedback, I note where I need to improve.
 - b) When I receive unfavorable feedback, I get angry and defensive.
 - c) When I receive unfavorable feedback, I deny the problem, make excuses, or plead ignorance.
- 20.
- a) When I give a person negative feedback, I focus on the person's observable work or behavior and offer suggestions.
 - b) When I give a person negative feedback, I focus on what I don't like about the person.
 - c) When I give a person negative feedback, I simply tell the person what to do right.
- 21.
- a) When I give a person negative feedback, I do it around others so everyone can hear.
 - b) When I give a person negative feedback, I do it in front of the supervisor.
 - c) When I give a person negative feedback, I talk with the person alone in a private place.
- 22.
- a) When I disagree with a person, I listen first, ask questions for clarification, then disagree non-judgmentally.
 - b) When I disagree with a person, I quickly point out the person is wrong and why.
 - c) When I disagree with a person, I say little or nothing.
- 23.
- a) When I'm in a group, I tend to frown a lot.
 - b) When I'm in a group, I tend to smile and use humor at appropriate times.
 - c) When I'm in a group I tend to be serious.

This last item has four choices (A, B, C or D). Which one best describes you?

24.

- a) I'm a "hands-on" person. I tend to:
 - prefer hands-on experiences and activities;
 - focus on tasks to be done;
 - refrain from discussions;
 - think in a logical and organized way;
 - do things in an orderly way;
 - have difficulty adjusting to change.

- b) I'm a "thinker." I tend to:
 - enjoy listening to a logical presentation of ideas;
 - enjoy analyzing problems and finding systematic ways to solve problems;
 - enjoy creating models based on theory and information;
 - like structure and organization;
 - act slowly in making decisions;
 - show more interest in ideas than people.

- c) I'm an "explorer." I tend to:
 - try things by trial and error;
 - explore practical uses for ideas and theories;
 - make decisions that provide quick solutions;
 - decide quickly;
 - take risks;
 - enjoy change;
 - rely more on people for information.

- d) I'm a "free thinker." I tend to:
 - base views and opinions on feelings;
 - enjoy tossing around ideas (brainstorming);
 - approach and view problems and experiences from different perspectives;
 - rely on intuition, not logic, for making decisions;
 - dislike structure.