

Professional Communication Effectiveness Audit

Tick of any statements that apply to you or your organization

I need to:

- 1) Communicate more effectively during change and transition
- 2) Learn how to ask appropriate questions to get the information I need
- 3) Express myself more honestly – say publicly what I tend to say privately
- 4) Learn how to communicate unpleasant news professionally and with integrity
- 5) Increase my self confidence in dealing with difficult interactions
- 6) Feel more in control when I communicate with people in more senior positions
- 7) Recognize my own and others' communication styles and how to respond appropriately
- 8) Recognize and manage political posturing and power games with integrity
- 9) Anticipate and deal with communication misunderstandings more effectively
- 10) Learn how to better manage my own emotions during difficult conversations
- 11) Learn how to take the sting out of conflict
- 12) Communicate with integrity, without violating my own rights or the rights of others
- 13) Find collaborative solutions to communication challenges
- 14) Learn how to communicate authentically in a bureaucratic environment
- 15) Learn how to stay in tough conversations with managers, colleagues and clients
- 16) Use simple, effective communication techniques that inspire action and get results
- 17) Address my colleague's or my customer's concerns using collaborative dialogue
- 18) Learn how to suspend judgment and to listen for the real meaning in the message
- 19) Use empathy (as opposed to sympathy) effectively in a business environment
- 20) Learn how to recognize and cultivate potential within my organization