

Communicator Role Self-Assessment

Please rate yourself in each of the following areas:		Ratings 5 = Strongly agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly disagree
1.	I consistently suspend my frame of reference (e.g., beliefs, judgments, feelings, assumptions) before communicating with others.	
2.	When speaking one-on-one, I give the other person my undivided attention.	
3.	I regularly check to ensure the other person understands my intended meaning.	
4.	I frequently check with the other person to make sure I am receiving his/her intended message.	
5.	Both my approach and my language focus on the positive aspects of a given situation rather than on the negative.	
6.	I engage in active listening – e.g., make appropriate eye contact, maintain open body language, indicate I have heard.	
7.	I provide the level of specificity that allows people to do as I ask without having to guess what I want.	
8.	I deepen others' trust in me by engaging in an appropriate level of self-disclosure in a timely manner.	
9.	I speak clearly and loudly enough that others can hear and understand me easily.	
10.	Readers say they easily understand the intended meaning of my written messages (e.g., memos, e-mails, reports).	
11.	I tell people only what they need to know, not everything I know – i.e., no data dumping.	
12.	My body language is consistent with my message – i.e., no mixed signals.	
13.	I maintain a respectful tone and demeanor even under trying circumstances.	
14.	I present information in contexts that others can understand easily and appreciate.	
15.	I choose language and terminology that the other person is familiar with – i.e., no technical terms, jargon, or acronyms.	
16.	I am proficient in using framing skills to help others see a situation differently, or to change the context.	
17.	When necessary, I effectively change the conversation by changing the question(s) being asked.	
18.	I select media that are appropriate for the intended audience.	
19.	I easily shift my personal style preference to match that of the other person – i.e., behavioral, cognitive, interpersonal, or affective – to increase the chances of an effective conversation.	
20.	I address difficult issues directly, candidly, and with compassion in a timely manner.	
21.	I articulate a clear "big picture" that the other person can appreciate and buy into.	
22.	I use the big picture as a touchstone to put things in context for others and to demonstrate my organization's value.	
23.	I consistently appeal to people's enlightened self-interest when I want them to take action.	
24.	My presentation materials (e.g., slides, handouts) are clear and easy to see and understand.	
25.	I continuously work to improve my communication skills.	

Any area with a score of 3 or less requires immediate attention!

Resources to help you address those areas you've identified as needing attention

The following complimentary resources are available on the Resources page of our website (<http://www.publicsafetyinsights.net/resources/articles>):

- [Framing Skills: Critical Success Factor for Demonstrating Value](#)
- [How to Enable Candid Conversations in YOUR Workplace](#)
- [The Transformative Power of Positive Language](#)

Dr. Pat Lynch's *Public Safety Insights*: [Sign up on our website](#) to receive our complimentary bi-weekly newsletter that contains concise, immediately useful information to help first responders maximize their performance.