**Effective Communication for Leaders**

To succeed, effective communication must be used with everyone from team members and fellow leaders to customers and the public. Below are a few of the most important things you need to use consistently, in all forms of communication.

After each statement, rate yourself from 1(low) to 5(high) on how well you’re doing, currently. The higher your score, the better you’re doing. If a statement is rated 3 or below, state one thing you can do to help raise your score on that item.

1. I let people finish a thought before I speak. 1 2 3 4 5

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2. I give others my full attention when they are speaking. 1 2 3 4 5

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3. I routinely ask others if they have understood my message. 1 2 3 4 5

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4. I often receive feedback describing me as warm and approachable. 1 2 3 4 5

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5. I spend time with end-users to learn more about their wants and needs. 1 2 3 4 5

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6. I communicate regularly, even during times that are difficult or uncertain. 1 2 3 4 5

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7. I’m always honest, even when it’s difficult for me to say or others to hear. 1 2 3 4 5

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8. I readily admit when I’ve made a mistake. 1 2 3 4 5

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9. I regularly seek opinions and perspectives that are different from my own. 1 2 3 4 5

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10. I openly share and model the values I stand for. 1 2 3 4 5

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11. I use language that each audience can easily understand. 1 2 3 4 5

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12. I organize my thoughts before sending emails or delivering remarks. 1 2 3 4 5

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13. I share goals to help the team and others identify the outcome needed. 1 2 3 4 5

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14. I explain what I need and why, for greater clarity and understanding. 1 2 3 4 5

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15. I often illustrate my points with meaningful stories and humor. 1 2 3 4 5

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16. I ensure each member understand their crucial role in the big plan. 1 2 3 4 5

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17. I influence others’ ideas/actions just by talking and sharing knowledge. 1 2 3 4 5

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18. I ask questions when differences of opinions occur to understand better. 1 2 3 4 5

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19. I ask team members to do only things that I’m willing to do myself. 1 2 3 4 5

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20. I ask what lesson people learned from their mistakes. 1 2 3 4 5

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21. I ask team members feedback at regular intervals. 1 2 3 4 5

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22. I verify what I hear others saying before I respond to them. 1 2 3 4 5

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23. I talk with people from all walks of life for a big picture. 1 2 3 4 5

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24. I invite team members and others to question and challenge my ideas. 1 2 3 4 5

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25. I hold my team accountable for initiating communication when needed. 1 2 3 4 5

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