

## Lagom Communications Assessment

Solid communication skills support leadership growth, strong work performance, and rewarding interpersonal relationships. Just as communication is multifaceted, it is important for our communication skillset to be multifaceted as well. Our toolbox should be stocked with skills for written, oral, and nonverbal communication, as well as active listening. This assessment can help you evaluate your current communication abilities and determine whether you might be a candidate for communication coaching. Communication coaching can help you identify skills gaps and create an action plan for bridging those gaps. The 25-question assessment, based on principles of effective communication, will indicate how well you currently communicate. Please complete all items. Rate each item on a scale of 1-5. Choose the one number that best represents whether and how often you demonstrate the behaviors in each statement.

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Always	Often	Sometimes	Rarely	Never

Statement	Rating
1. If asked, my friends and colleagues would describe me as a good listener.	<input type="text"/>
2. I am confident speaking in front of large groups of people.	<input type="text"/>
3. I consider how my audience will perceive my message, based on their experiences and values.	<input type="text"/>
4. If applicable, I proactively think through cultural barriers that might impede communication.	<input type="text"/>
5. I try to anticipate and prevent any potential causes of confusion.	<input type="text"/>
6. I try to understand other people's perspectives.	<input type="text"/>
7. I ensure my grammar and spelling are accurate before sending written communications.	<input type="text"/>
8. My messages are concise—focused and scannable.	<input type="text"/>
9. When I communicate, my point is clear. (People do not need to ask me to clarify.)	<input type="text"/>
10. It is easy to put exactly what I think or feel into words.	<input type="text"/>
11. I use metaphors and/or stories to convey ideas or information.	<input type="text"/>
12. I use visual aids to convey complex ideas or information.	<input type="text"/>
13. If necessary, I ask clarifying questions to understand someone's point of view.	<input type="text"/>
14. I wait until any strong emotions subside before responding.	<input type="text"/>
15. I respond to questions in a timely manner.	<input type="text"/>
16. I am able to balance being my authentic self with being respectful and appropriate in my interactions.	<input type="text"/>
17. When giving feedback, I ensure it is specific, objective, and observable.	<input type="text"/>

18. When someone is talking to me, I listen intently rather than considering what I will say next.	<input type="text"/>
19. I am aware of my body language and nonverbal cues.	<input type="text"/>
20. I notice other people's body language and nonverbal cues.	<input type="text"/>
21. I consider the best mode of communication for each scenario (e.g., email, in person, etc.).	<input type="text"/>
22. I provide enough context and background information to support my message.	<input type="text"/>
23. I take time to edit my written communications to cut anything that doesn't support my message.	<input type="text"/>
24. I think about what the audience/individual needs to know and how best to convey my message to them.	<input type="text"/>
25. People automatically know how my point relates to the larger conversation.	<input type="text"/>
<b>TOTAL</b>	<input type="text"/>

## Lagom Communications Assessment Scoring Key

### Score Interpretations

#### **Total Score: 25-39**

Scores in this range indicate a high likelihood you are a strong communicator—concise, consistent, contextual, and clear. You are likely careful with written communication, ensuring your grammar and spelling are accurate. You probably consider how your audience will perceive your message and are likely a good listener, seeking first to understand before being understood. Perhaps you naturally choose the best medium for your message and infuse your communications with stories and visuals that enhance understanding. You have likely invested some time and effort into refining your skills, which shows you value communication and are motivated to improve your abilities in this area. Working with a coach can help identify your top communication strengths and create an action plan for further honing those areas and better leveraging them at work and in your personal life.

#### **Total Score: 40-79**

Scores in this range indicate a high likelihood you are an average communicator. You are likely thoughtful in your approach, but might still miss the mark from time to time. Most people would describe you as a “good communicator,” though those closest to you can probably readily identify an area or two for potential improvement. Perhaps you have strong skills, but don’t consistently apply them in all scenarios. You may have apparent strengths and growth opportunities. Perhaps, for example, you shine on stage but your emails are riddled with errors, shaping how people perceive you. Working with a coach can help you identify your top communication strengths and areas for development as well as an action plan with specific, measurable steps for improvement.

#### **Total Score: 80-125**

Scores in this range indicate a high likelihood your communication skills could benefit from work and refinement. You might struggle to convey your ideas, just as you might struggle to understand the underlying messages others are trying to convey. Perhaps you often experience misunderstandings at work or in your personal life. Or perhaps you struggle to synthesize your thoughts in ways others can receive them. As long as you understand the value of good communication and have a genuine desire to improve your skills, working with a coach could be a truly transformative experience. A coach can help you assess your skills in the various facets of communication and develop an action plan for improving where necessary.