

EMOTIONAL INTELLIGENCE

COMMUNICATION SELF AWARENESS GUIDE

This communication self awareness guide provides opportunity for self reflection on communication and improving self awareness. There are many attributes within communication that can determine if an interaction connects, empowers, falls flat, or creates unintended tension.

SELF REFLECTION

Completing self reflections on your awareness of communication to others can be a great grounding experience, reminders on best practices, and opportunities to dive further into your development.

Verbal Communication

Where do you believe your rating is with this form of communication? *Reference scale on last page of guide

1 - Beginner 2 - Growing 3 - Proficient 4 - Advanced 5 - Expert

How much growth has occurred since last reflection?

1 - None 2 - Little 3 - Consistent 4 - Significant 5 - Game Changer

What is my confidence level with this form of communication?

1 - Low 2 - Somewhat Low 3 - Moderate 4 - Somewhat High 5 - High

Do you want to learn more within this area of communication? If so, what?

Have I received a compliment in this area of communication since my last reflection? If so, what?

Have I received growth opportunity conversations since last reflection within this area of communication? If so, what?

Am I creating a psychologically safe space with my current communication within this area?

Non-Verbal Communication i.e. body language, gestures, facial expressions

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Paraverbal Communication i.e. speed, volume, pitch

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Am I creating a psychologically safe space with my current communication within this area?

Written Communication

Where do you believe your rating is with this form of communication? *Reference scale on last page of guide

1 - Beginner 2 - Growing 3 - Proficient 4 - Advanced 5 - Expert

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FEEDBACK

Asking others for feedback is always a helpful way to gain a fuller picture on where you're at with these forms of communication. You can ask others general feedback or specifically ask them questions 1, 2 and the last question for each section with applying to you. When seeking feedback, anonymous feedback is a route that can help ensure more transparent answers. If the feedback is not anonymous, consider who you're asking and if the dynamic between both of you will produce more honest feedback.

Make note of any discrepancies between your self reflection and what they shared about you.

REFLECT

Self Reflection and/or Discussion Questions

Reflecting on your self assessment and feedback received will assist with applying this information to your everyday interactions at work. Below are additional self reflection or discussion questions to assist with this reflection.

- What actions will you be taking moving forward with each form of communication? Do you have new or continuing goals within these forms of communication?
- How can you help others with open feedback or reassurance with how their communication is?
- What did you find were your top strengths within communication?
- Did you find/receive feedback that your communication is providing a psychologically safe space?
- Are there areas you need to improve in but are nervous or unsure how to progress forward? What can your leader(s) do to support you?
- What do you wish individuals understood more about your communication?
- When high stress or conflict situations occur, how would your self reflection responses change?

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REFLECT

Management Lens Questions

Note: Management lens questions should be discussed when someone has people management responsibilities.

- Do you think there's a difference in how you'd respond to your reflection questions when comparing communication between your leaders, peers, or subordinates?
- What do you find is the most challenging with leading individuals in regards to these forms of communication?
- What action steps do you plan to do moving forward to improve with each form of communication? What will you continue to do that you're already excelling in?
- What learning opportunities will you be taking on?
- What steps will you be taking to increase psychological safe space with your communication?

GRADING SCALE

Utilize this grading scale for question "Where do you believe your rating is with this form of communication?"

- 1 - Beginner - Basic understanding of this form of communication. Skills or knowledge not developed.
- 2 - Growing - Beyond basic understanding and at times applies what has been learned to improve communication. Inconsistent with quality of communication.
- 3 - Proficient - Consistent with quality of communication and able to connect and deliver intended message. Has more than basic and foundational knowledge.
- 4 - Advanced - Significant level of understanding, skill, and interactions with individuals.
- 5 - Expert - Proficient in this form of communication. Expert knowledge and strategy done when communicating.