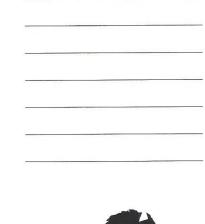


NOTES



## THE TRUST FACTOR: CREATING WIN/WIN RELATIONSHIPS

## INTERPERSONAL DIALOGUE: AN ASSESSMENT

## EXERCISE

Using the scale below, assess your skills in interpersonal dialogue.

|                                 | 1<br>NOT AT ALL      |   |   |   |   | 8   | 2<br>SELDOM   | 5        | 3<br>SOMETIMES | 4<br>OFTEN      | 5<br>ALMOST ALWAYS   |  |
|---------------------------------|----------------------|---|---|---|---|-----|---|----------|----------------|-----------------|----------------------|--|
| Overall, to what extent do you: |                      |   |   |   |   |     |   |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 1.  | Listen to understand rather than respond?                                   |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 2.  | Keep your composure during a heated discussion?                             |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 3.  | Invite others to share their ideas, opinions, and concerns?                 |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 4.  | Speak up, even when you know your ideas are unpopular?                      |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 5.  | Seek balanced participation in discussions?                                 |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 6.  | Work to find alternatives that benefit all parties?                         |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 7.  | Try not to push your agenda too hard when others have concerns?             |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 8.  | Go directly to a person with whom you have a concern and try to resolve it? |          |                |                 |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 9.  | Listen v  | withou   | it interruptin | g?              |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 10. | Commu   | ınicate  | openly and     | honestly?       |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 11. | Surface   | and d    | leal with hid  | den agendas?    |                      |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 12. | Get all   | the fac  | ets on the tab | le before maki  | ing a decision?      |  |
| 1                               | F                    | 2 | 3 | 4 | 5 | 13. | Give a  | fair he  | aring to the   | views of others | s?                   |  |
| 1                               | ſ                    | 2 | 3 | 4 | 5 | 14. | Challen   | ge the   | ideas of oth   | ers, when app   | ropriate?            |  |
| 1                               |                      | 2 | 3 | 4 | 5 | 15. | Allow o   | others   | to challenge   | your ideas?     |                      |  |
| 1                               | ľ                    | 2 | 3 | 4 | 5 | 16. | Make y  |          | f open for ot  | thers to approa | ch with problems and |  |
| 1                               | ı                    | 2 | 3 | 4 | 5 | 17. | Avoid<br>disagre  |          |                | cion or positi  | on authority during  |  |
|                                 | ı                    | 2 | 3 | 4 | 5 | 18. | Deal w  | ith pro  | blems rathe    | r than personal | lities?              |  |
|                                 | ı                    | 2 | 3 | 4 | 5 | 19. | Put wha   | at is ri | ght for the o  | rganization abo | ove politics?        |  |
| 9                               | 1                    | 2 | 3 | 4 | 5 | 20. | Seek t  |          |                | rpose and de    | esired outcomes of   |  |
|                                 | Total Dialogue Score |   |   |   |   |     |   |          |                |                 |                      |  |

\_Total Dialogue Score

