TEAM COMMUNICATION EVALUATION
Additional Handout for Leading Well with Others

	Almost Never **1**	Seldom **2**	Occasionally **3**	Fairly Often **4**	Always **5**
1. We value and encourage the input of everyone in any discussion.	○	○	○	○	○
2. We are active listeners – we listen with our ears, eyes, minds and hearts (listen for both words and music).	○	○	○	○	○
3. We make effective use of creative tools to surface the best idea (brainstorming, nominal group technique etc.).	○	○	○	○	○
4. We keep each other's confidences. We do not indiscriminately copy, forward or communicate messages that may be sensitive to the sender.	○	○	○	○	○
5. We pay attention to what is not being said.	○	○	○	○	○
6. We encourage constructive criticism and questioning of ideas.	○	○	○	○	○
7. We listen to each other with the same respect and courtesy that we show clients or the CEO.	○	○	○	○	○
8. We have discussed and decided the appropriate channels (e.g. in person, written, voice mail, email etc.) for different topics and types of communication.	○	○	○	○	○
9. We have discussed the different communications channels (e.g. in person, written, voice mail, email etc.) preferred by different team members.	○	○	○	○	○
10. We do our best to create a positive attitude and 'interpersonal slack' for miscommunications in this fast track, communicate-on-the-fly world.	○	○	○	○	○
11. We have a safe team environment that encourages open, clear communication.	○	○	○	○	○
12. Team members feel 'listened to'.	○	○	○	○	○
13. Team members feel connected and have a sense they know what is going on in the team.	○	○	○	○	○

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14. We have a clearly defined process for handling conflict, which everyone follows.	◯	◯	◯	◯	◯
15. As a team we have mastered the art of 'straight-talk' – we are tough on issues but not tough on people.	◯	◯	◯	◯	◯
16. We never attack each other's personality or character.	◯	◯	◯	◯	◯
17. We make written documents reader-friendly and easy-to-follow.	◯	◯	◯	◯	◯
18. Topic, importance/urgency and desired action (e.g. act on, decide, respond, file, FYI) are immediately clear to readers.	◯	◯	◯	◯	◯
19. We avoid overloading each other with emails and voice mails (indiscriminate use of FYI).	◯	◯	◯	◯	◯
20. Topic, priority and desired action is immediately clear in both email and voice mail.	◯	◯	◯	◯	◯

Scoring: assign a value of one to all marks in column 1, a two to column 2 marks and so on through column 5. Next, total your overall score which will fall somewhere between 20 and 100. How did you do?

SCORE	
Column 1	
Column 2	
Column 3	
Column 4	
Column 5	
TOTAL	

80-100	As clear as crystal
60-79	Not bad, but could be better
40-59	'Say again...?'
30-39	Message fragments and static
Less than 30	'Huh?'

ARROW RES 1 ©CPAS