

Communication Strengths Quiz

Choose the answer which most reflects your communication style

Listening:

I use active listening skills effectively when I talk to others.



I usually prefer to talk rather than listen to others.



I've never considered my listening skill ability.



I often find I miss important details when I listen to other people speak.



Speaking:

I try to be conscious of who I am communicating with and alter my style, language and vocabulary accordingly.



I'm aware of the situations when I can use formal casual language and also when I need to be more polished, more formal and professional



I communicate just the way that I communicate. I don't really alter my style at all.



I don't see this as being important – speaking is just speaking.



Writing:

I can comfortably write professional business emails, memos and other documents for work.



I'm not really confident about the way I write business or professional correspondence.



I focus on being clear and meaningful but keep my style pretty much the same.



I'm not sure if my style of writing is appropriate for the world of work yet.



Reading:

When I read work /uni documents or emails I often find myself missing important details.



I don't like reading and will avoid it if I can.



I take time to read important emails and work/uni related documents to ensure I don't miss any details.



I often have to read things several times before I fully understand what the message is fully discussing.



Leading:

I am interested in leading others and think I have strengths in this area.



I consider myself a good people person and happy to contribute to the team when I have to.



I'm not interested in being a leader/ group leader or taking the lead on work/uni projects.



I don't know enough of how to be a leader or team player to have an opinion on this.

**Questioning:**

I am happy asking questions when I don't know how to do something or if I'm unsure.



I don't like to admit I don't know the answer to something. I just keep quiet or pretend I know.



I choose the appropriate time to ask questions if I'm unsure of what to do or how to respond.



I don't really like to ask questions about things. I'll just work it out-my way.

**Initiating:**

I like to take action myself and show what I'm capable of.



I prefer for others to tell me what to do.




I like to learn from others then try it out for myself.




I'm willing for others to make the mistakes until I build up my skills.



ANSWER KEY

 **Answer- have you mostly chosen lighter colours as your answers–** then perhaps you need to focus on your particular weaker areas and work towards improving them as you may not be communicating as clearly as you may like. If you try to improve your communication skills they most likely will have a large impact on your job-hunting success, career trajectory and ultimately affect your salary increases also. Whilst we are all different (introvert and extrovert and all categories in between), employers are always telling us they are looking for independent thinkers who are creative, fantastic communicators, can work by themselves, as well as work well in a team environment. If you want to succeed it's important to practise your skills in these communicative areas as much as possible. See our suggested resources at the end of this unit.

 **Have you mostly chosen darker colours as your answers?** Then you are doing a lot of really good things and doing much of what employers are looking for, but it also pays to keep upgrading your communication skills and improving potential areas of weakness. Of course all industries and careers are different and employers are of course looking for different sets of skills, 'knowledge sets' and personalities to fit their roles and cultural fits of their organisations. We are all different of course too, and we're not saying that you always need to be 'an outgoing, extrovert type who's not afraid of being the leader and who sees themselves as the next CEO'. We're just pointing out that employers are looking for great communicators, team players, not afraid of taking the lead if need be, thinking creatively and innovatively and contributing positively to the organisational goals. It seems perhaps you're doing much of this already –but remember continuous improvement is also our watchword and will help your job-hunting and career success into the bargain too!

Task: Look at these famous people, can you identify their role and possible personal branding? See how many you can match up. / **Mix & Match**

Name	Richard Branson	Kim Kardashian	Hugh Jackman	Malala Yousafzai
Role:	Successful human rights figurehead and Nobel Peace Prize winner. Demands social justice and equal rights.	Entrepreneur and successful businessman. Started the Virgin Group of companies.	Successful entertainment figure and charity campaigner.	Successful business woman famous for self-promotion and a multi-millionaire entertainment/lifestyle portfolio.
Personal Brand:	Entrepreneurial, risk-taking, unique, driven and innovative.	Committed, passionate, dedicated, true to their values and ethics. A social reformer.	Confident, entrepreneurial, opportunistic, career focussed and driven.	Amiable, approachable, talented, communicative, equalitarian and confident.

Picture:



Agree/disagree / comments on their personal brand:



Yes/No/ disagree?

Yes/No/ disagree?

Yes/No/ disagree?

Yes/No/ disagree?

QUESTIONS TO GET YOU THINKING

ANSWERS

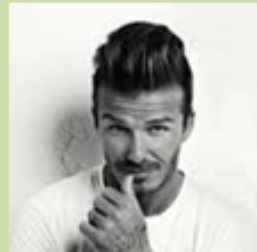
Example

ANSWERS

YOU



David Beckham



How would your best friend describe you?

A talented professional athlete who is also considerate and genuine.

What makes you brilliant and different from others?

Ability to have a dramatic and positive effect upon a sporting team.

How would close colleagues describe you?

A great asset to a team.

What are your best attributes?

A team player who takes pride in his soccer.

What do most people like about you?

Approachable, easy-going and humble.

How do you stand out from other people you know?

Talented yet quietly confident.

What great things can you bring to a working environment?

Can bring a team together to achieve a common goal.

How do you positively contribute to a team?

Can lead a team effectively.

Put it all together in a statement

e.g. A talented professional who can easily lead a team to greatness, yet who is also humble and easy-going. Dedicated to achieving fantastic results, a true team player with unique skills and professionalism.

This is your personal branding statement!

Well done you!

Here are some words and phrases that are associated with good communication in the workplace.

Task 1. Match the words with an appropriate explanation and also whether the word is a noun, adjective or verb (or both).



	Word		Meaning	Word form (noun/verb/ adj?/ noun phrase)
A	Empathy	1	Where one more experienced person teaches or coaches someone less experienced or shares knowledge with them.	
B	Active listening	2	Being able to understand what another person may be feeling inside.	
C	Respect	3	Enjoying working with a group of people in a team.	
D	Open communication	4	Careful listening to others and repeating what they have said or paraphrasing it back to the speaker.	
E	Appropriate feedback	5	Being polite and well-mannered with people	
F	Egalitarian	6	Giving helpful and not negative advice on how to improve an aspect of someone's work.	
G	Mentoring	7	Treating people's wishes, thoughts and behaviours with good judgement.	
H	Courtesy	8	Encouraging people to speak and say what's on their minds.	
I	Team player	9	Giving people advice or suggestions in a helpful way about their work	
G	Positive criticism	10	A feeling where everyone in a team is on the same level or of equal importance.	

TASK 2. Choose 5 of these words and try to use them in a sentence (in proper context).

EXTEND YOURSELF

The following sentences all contain idioms about communication. Can you guess their meaning?

	Idiomatic sentence	Meaning?
1	Let's kick off now	
2	We don't see eye to eye .	
3	Let me put you in the picture .	
4	You've got the wrong end of the stick .	
5	We're not on the same wavelength .	
6	In a nutshell , this is a great idea!	
7	Don't beat about the bush ! What's wrong?	
8	Sorry, have I put my foot in my mouth ?	
9	Can you please get right to the point ?	
10	OK, drop me a line later . Thanks.	

1. SIMULATION / SPEAKING ROLE PLAY

Practice this role-play set in job interview situation. Student A needs to be clear about what their personal brand is (or you use your imagination).

STUDENT "A" = Interviewee	STUDENT "B" = Interviewer / Senior Manager
1. Greet the interviewer and introduce yourself.	
	2. Reply positively and welcome the candidate to the company. Then introduce yourself and say what you do at the company.
3. Reply positively and say how glad you are to be here today.	
	4. Ask the candidate what attracted them to apply to this company and for this position.
5. Reply to the interviewer's questions (<i>imagine/make up your answers</i>).	
	6. Respond positively. Ask the candidate what Student A thinks their personal brand is.
7. Reply with details about what your personal brand communicates about you and what makes you unique and different to a potential employer.	
	8. Respond positively. Ask the candidate what their short-medium term career goals are.
9. Respond with the appropriate information about what you think your short-medium term career goals might be.	
	10. Make some positive comment to the candidate.

