

GENERAL INTRODUCTION - HANDOUT 1

Pre-Module Questionnaire

Objectives of the Survey:

1. Assessing interpersonal skills including general communication skills; leadership communication skills; conflict management skills; cultural awareness; group dynamics; and team development skills
2. Increasing self-awareness and intentionality
3. Allowing the customization of the learning experience depending on perceived strengths and weaknesses

Background:

Communication is the medium through which most leadership is exercised, and the most effective leaders are often the ones most capable communicators; thus the importance of assessing ourselves and being intentional in developing our communication skills.

Survey Questions:

Take the survey below and rank yourselves on each skill using a scale of 1-10, 1 indicating no proficiency, 10 indicating expert proficiency. Once you have done the exercise yourself, request the feedback of 2 or 3 other colleagues of your skill in these areas of competence.

Part 1: Surviving and growing in our world (whether in the personal, professional and communal spheres) requires the mastery of a series of general communication skills. This include among others the skills highlighted in the below table. How would you assess yourself on each?

General Communication Skills										
The ability to negotiate	1	2	3	4	5	6	7	8	9	10
Teaching others important skills	1	2	3	4	5	6	7	8	9	10
Using information technology	1	2	3	4	5	6	7	8	9	10
Providing performance feedback	1	2	3	4	5	6	7	8	9	10
Resolving conflict	1	2	3	4	5	6	7	8	9	10
Making convincing presentations	1	2	3	4	5	6	7	8	9	10
Writing formal correspondence	1	2	3	4	5	6	7	8	9	10
Initiating open discussions	1	2	3	4	5	6	7	8	9	10
Running effective meetings	1	2	3	4	5	6	7	8	9	10
Use of social media (Twitter, Instagram, etc)	1	2	3	4	5	6	7	8	9	10

Part 2: In addition to the general communication skills, we, as individuals called for leadership, are asked to master additional set of skills that are needed for our mission. How would you assess yourself on the below?

Leadership Communication Skills										
Being persuasive	1	2	3	4	5	6	7	8	9	10
Arousing enthusiasm	1	2	3	4	5	6	7	8	9	10
Creating group energy	1	2	3	4	5	6	7	8	9	10
Being a change catalyst	1	2	3	4	5	6	7	8	9	10
Providing motivation	1	2	3	4	5	6	7	8	9	10
Expressing encouragement	1	2	3	4	5	6	7	8	9	10
Building team bonds	1	2	3	4	5	6	7	8	9	10
Building optimism	1	2	3	4	5	6	7	8	9	10
Expressing positive feedback	1	2	3	4	5	6	7	8	9	10

Part 3: At the interpersonal level, how do you rate yourself?

Interpersonal Communication and Conflict Management Skills										
The capability for successfully managing and resolving conflict	1	2	3	4	5	6	7	8	9	10
Demonstrating emotional self control	1	2	3	4	5	6	7	8	9	10
Awareness of my style of engagement with conflict	1	2	3	4	5	6	7	8	9	10
Relating to people of diverse backgrounds	1	2	3	4	5	6	7	8	9	10
Building trust	1	2	3	4	5	6	7	8	9	10
Building rapport	1	2	3	4	5	6	7	8	9	10
Building relationships	1	2	3	4	5	6	7	8	9	10
Demonstrating respect	1	2	3	4	5	6	7	8	9	10
Active listening	1	2	3	4	5	6	7	8	9	10
Providing constructively critical feedback	1	2	3	4	5	6	7	8	9	10
Confronting others when necessary	1	2	3	4	5	6	7	8	9	10

Part 4: What about Group Dynamics Skills? How do you rate your capacity in each of the below?

Group Dynamics Skills										
Capacity to facilitate group planning	1	2	3	4	5	6	7	8	9	10
Understanding of the group development process	1	2	3	4	5	6	7	8	9	10
Capacity to lead group problem solving processes	1	2	3	4	5	6	7	8	9	10
Ability to motivate team members	1	2	3	4	5	6	7	8	9	10
Ability to effectively manage attention to team tasks and team processes	1	2	3	4	5	6	7	8	9	10
Ability to recognize and interpret group dynamics	1	2	3	4	5	6	7	8	9	10
Ability to effectively delegate tasks and establish performance expectations	1	2	3	4	5	6	7	8	9	10
Ability to establish team goals	1	2	3	4	5	6	7	8	9	10
Ability to facilitate group learning	1	2	3	4	5	6	7	8	9	10

Evaluating oneself:

This is not a scientifically-based questionnaire but it can give you a clearer view of how you are doing in terms of general interpersonal skills. To do so, you can add up the results of each section and divide them by the number of statements there are:

- General Communication Skills - 10 statements (divide the total by 10)
- Leadership Communication Skills - 9 statements (divide the total by 9)
- Interpersonal Communication and Conflict Management Skills - 11 statements (divide the total by 11)
- Group Dynamics Skills - 9 statements (divide the total by 9)

You should aim to get better at each of these areas, reaching a perfect 10 is not a good goal to set yourself or to compare your results to the ones from your neighbour. It is far better to **compare yourself to who you were yesterday, the week before, or the month before**, and see if you have improved.