

A woman with dark hair pulled back, smiling and gesturing with her hands. She is wearing a sleeveless dress with a white geometric pattern on a dark background. The left side of the image is overlaid with a semi-transparent blue filter.

Assessment on **Communicating with Diplomacy**

eBook

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How Diplomatic Are You?

If you want to make it in your career, or in your life, then you need to learn how to keep your feet on the floor, and out of your mouth.

Diplomatic communication skills can, not only improve your professional image, they just make people like you! When you meet with clients or colleagues, it's helpful to be aware of your communication strengths and weaknesses.

To that end, we've designed this quick, 10-question assessment to find out how you rank in the diplomatic communication arena. But be honest! Answer the questions the way you'd truthfully react, not the way you think you should react.

The truth is telling!



“The small man flies into a rage over the slightest criticism, but the wise man is eager to learn from those who have censured and reproved him.”

-Dale Carnegie



1. A colleague of yours, in a fun way, gives your boss the impression that you spend too much time on personal business.

1. You say nothing to your colleague.
2. You tell your colleague that you know he was only kidding but you would appreciate it if he would not do this again.
3. You make a point to tell the boss that this colleague left early on Tuesday to play golf.

2. A customer tells you how disappointed she is that you that you did not return the message she left with your assistant. You realize you never got the message.

1. You apologize to the customer and say nothing to your assistant.
2. You let your assistant save face by telling him you spoke to the client. You understand how the message might have fallen through the cracks given how busy he is.
3. You tell your assistant that this is unacceptable and it better not happen again.

3. Your manager/supervisor/boss gives you a less than average review that surprises you.

1. You go home and vent to family and friends.
2. You calmly discuss the review and ask for clarification. You come up with an action plan and incremental review times so you are not caught off-guard again.
3. You storm out of the office and tell your colleague how unfair your boss is.

4. One of your team members comes to work inappropriately dressed.

1. You don't say anything except behind his back.
2. You hold a private conversation with this person and explain the office dress policy for the future, assuring him that you know he did not intend to make a bad impression.
3. You tell this person, in front of everyone, that his appearance is unacceptable.

5. You are berated in a meeting for being late. The reason you are late is that your carpool ride did not show up on time.

1. You take the blame.
2. You apologize for the disruption, briefly explain the carpool situation, and commit to re-evaluating whether this is a good idea, particularly on days of important meetings.
3. You insist this is not your fault and explain that you are just trying to save gas.

6. Your department of 10 people decide to order pizza for lunch and you give the person getting it more than enough money. He does not give you any change.

1. You assume it was very expensive pizza and there was no change, or he thought you were treating.
2. You ask if he had enough money and if there was any change.
3. You accuse this person of trying to rip you off

7. The company has announced that bonuses will be given out today, and later that day a colleague asks you how much yours was.

1. You tell her even though you know you should not.
2. You tell her you are uncomfortable sharing this because it is supposed to be kept confidential.
3. You tell her that asking this question is very unprofessional.

8. You catch a typographical error on a letter that your assistant has prepared for you.

1. You ignore it—it's just a little one and the customer probably won't notice.
2. You bring the mistake to your assistant's attention and ask her to redo it.
3. You tell the assistant that there is no excuse for these types of mistakes.

9. A vital member of your team has called in sick on the last day of the week for the past three weeks.

1. You don't say anything and continue to cover for him.
2. You hold a private meeting with him, show concern for his pattern, and ask for input on a solution.
3. You tell him that this looks very suspicious and he better not do it again.

10. A person in your office tells an inappropriate joke in the lunch room.

1. You walk away.
2. You pull this person aside and tell her that you know she didn't mean to offend anyone, but she should be more sensitive and professional in such a diverse environment.
3. You tell this person, in front of everyone, that this was completely inappropriate.



Add up your answers and find out if you Communicate with Diplomacy & Tact

Total: _____

Result

Below 15

If you scored below 15 on the assessment it indicates that you tend to interact timidly or passively with others. You run little risk of offending anyone, but you tend to have difficulty being honest and conveying your message. You tend to hold things in and complain about situations to non-involved parties. This often builds your sense of frustration which may exhibit itself in less than professional behavior at the wrong times. To improve in this area, consider participating in training to help you build your self-confidence and help you disagree in an agreeable manner. Appreciate that standing up for yourself, when done with good human relations, does not offend others; rather it strengthens your professional relationship with them and allows each of you to achieve positive results.

Over 22

If you scored over 22 on the assessment it indicates that you might have a tendency to be aggressive or combative in your communications with others. You are at high risk of offending others. You may have a tendency to lash out at others and place blame on others quickly when things don't go as you desire. This may be viewed as demeaning by colleagues and cause unnecessary conflict. Appreciate that other people may make unintentional mistakes which can be easily corrected with positive coaching, training, and reinforcement. Rather than becoming argumentative, consider approaching others with calmness and a belief that they can improve.

Between 16 & 22

If you scored between 16 and 22 on the assessment it indicates that you generally have a confident and assertive interpersonal style. You possess the ability to be flexible in difficult situations and balance your approach with those who tend to be more timid and those who tend to be more aggressive. Continue demonstrating an open and understanding attitude toward others. This "benefit of the doubt" mentality is often reciprocated and allows others to step in to help when things are not going well for you.