Finding out your tough stuff

In order to be able to prioritise what requires greatest attention as you step forward in getting greater results from the crucial conversations, let's look at how you rate yourself on the following questions and their corresponding continuums:

How well do you address miscommunication and misunderstandings that occur within your workplace? (always avoid) (always address) How confident are you at dealing with anger and other high emotions (both yours and others)? (not confident) (extremely confident) How attuned are you to the impact of non-verbal communication in tough situations? (completely aware) Are you capable in moving people from resistance, stubbornness and defensiveness into action? (not capable) (very capable) How easily are you manipulated by someone else's emotional game-play at work? (very easily) (not easily) How well do you respond in times of crisis that present little or no chance for planning and require quick decisions? (very poorly) (extremely well)