



# In Form

Our newsletter, **In Form**, keeps you up-to-date with our training services and new initiatives.

## In Form no. 36

### Todo sobre mi madre

I guess it's not my mother's fault, but why does she always have to ask me what my New Year's Resolution is going to be? And like Christmas lights and lotteries, every year the interrogation starts a little earlier. But every year the question is more difficult to answer. All the easy answers are gone. In the last five years I've resolved to give up cigarettes, alcohol, football, my family, and Sunday afternoons. Yet my mother still asks for more in 2010! And my communication skills are still not good enough to find the right way to tell her what I really think.

So my New Year's Resolution for 2010 is to find the mother of all communication strategies.

If you've already stopped smoking and drinking, maybe you'd like to consider adopting the same resolution. After all, communication at home or at work is often difficult to get right. Many of us find good communication a tricky skill to master. Perhaps the American poet Robert Frost was thinking of my mother and me when he commented that 'half the world is composed of people who have something to say and can't, and the other half who have nothing to say and keep on saying it.' And yet communication is something you can learn to do well – just like any other skill.

This Christmas, then, make better communication your 2010 New Year's Resolution. If you'd like to get started early, why not take our Mother Of All Communication Quiz to discover how your communication skills rate?

And if you do resolve to improve your communication skills in 2010, Read Matthews International is here to help you do it.

Merry Christmas! And yes, Merry Christmas to your mother (and mine) too!

### Mother Of All Communication Quiz

**Questions**

**Answers**

1	I tell people what I think, without worrying about how they will react.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
2	I include as much detail as possible in business documents to ensure that my message is understood.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
3	I watch people's body language when I talk to them.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
4	I find it difficult to get people to accept and act on my ideas.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
5	I try to anticipate communication problems and decide how I will deal with them before they happen.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
6	When people talk to me, I try to understand their point of view.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
7	When I'm participating in a meeting or conference call in a second language (e.g., not in my mother tongue) and I don't understand, I don't say anything and try to work it out later.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
8	When someone is talking to me, I think about how I'm going to reply.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes

		<input type="radio"/> Often <input type="radio"/> Almost always
9	Before I get in touch with someone, I consider what the person needs to know and how best to communicate the information.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
10	I think about cultural differences when I meet with colleagues from other countries.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
11	People don't immediately understand what I'm trying to say.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always
12	Before sending e-mails and reports, I check that they are clearly and correctly written.	<input type="radio"/> Never <input type="radio"/> Seldom <input type="radio"/> Sometimes <input type="radio"/> Often <input type="radio"/> Almost always

The scoring for the questions is as follows:

- For Questions 1, 2, 4, 7, 8, 11:
  - Never = 5 / Seldom = 4 / Sometimes = 3 / Often = 2 / Almost always = 1
- For Questions 3, 5, 6, 9, 10, 12:
  - Never = 1 / Seldom = 2 / Sometimes = 3 / Often = 4 / Almost always = 5

### What's my score?

**48-60: Fantastic!** You are an excellent communicator. You anticipate problems and are good at finding the right way to communicate information. People like dealing with you because of your strong communication skills.

**36-48: Good stuff!** You're a competent communicator, though you do sometimes have problems. To become even more effective, take some extra time to think about how you deal with people and communicate information.

**< 36: room for improvement...** You need to dedicate more time to your communication skills. you are not

getting your ideas across clearly, and you may not always understand messages correctly either. no need to despair, however! if you start to pay more attention to your communication skills, your effectiveness at work will quickly improve ? and so will your relationships with colleagues!

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