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## Communication Style Assessment

### Overview

Unique 'on-line' assessment - measures the communication style managers use when dealing with others e.g. measures Empathic, Critical, Searching and Advising communication styles

Important for managers to know their style preferences & implications if the organisation is moving towards a culture of Transformational Leadership

### Features

Allows managers to complete an online or paper based self assessment of their communication style

Questions are work related

Provides managers with feedback against all 4 communication styles

Analyses results against 'Adult – Adult & Parent – Child' styles of management

Provides pre & post assessment

Accessed via the Internet

### Benefits

Quick & easy credit allocation system

Assessment completed in around 15 minutes

Quick & efficient way of managers receiving feedback on their performance

Provides targeted areas for development therefore saving time when managers are completing their development plan

Immediate improvement in communication of managers

### Related Products

Personal Style Assessment

[MAP Assessment](#) - Objective management assessment/development tool

[Functional Assessment](#) – 'On-line' assessment of functional competencies

[Management Effectiveness Profile \(MEP\) - On-line 360 degree feedback](#)



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## Communication Styles Assessed

### Empathic

Non- judgemental response that reflects a positive attitude, shows interest and promotes two way communication

### Searching

A response that seeks out further information, helps people to clarify their thinking and express their feelings

### Critical

Expresses judgement or evaluation of the other person, often perceived as a 'put down'

### Advising

A response that tells the other person what to do or not do, and restricts their professional development

## Links to Management Styles

Theory Y     Adult - Adult Behaviour (Transformational Leadership)  
Theory X     Parent - Child Behaviour (Transactional Leadership)

## Report Includes

Introduction to communication styles

Numerical feedback on each of the communication styles

Narrative description interpreting of each of the styles

Analysis of communication styles to management style

## Investment

£12.60 per assessment (online or paper based)