

## Relationship Skills Inventory—360 Feedback Assessment

This inventory is designed to help you think about various behaviors used to build effective and trusting relationships. It gives you an opportunity to assess your skills and to set your own goals for continuous growth and development. It also provides you the opportunity to check the reality of your perceptions by getting feedback from a significant other about how they evaluate your relationship skill levels.

**Exercise:** *Make a copy of the inventory. Complete one copy of the Skills Inventory. Then identify a significant other who is willing to independently evaluate your behaviors and discuss areas of strength and improvement. Individually and separately you and the other person need to read through the list of behaviors and decide which ones you are doing okay with, which ones you need to reduce to be more effective in relationships and which ones you need to beef up. After completion sit down and discuss different perceptions and need changes in behavior*

### A. General Skills

1. Be assertive
2. Patient with others
3. Ask open-ended questions
4. Interrupt others
5. Clear and concise in statements
6. Tactful in identifying needs
7. Ability to handle praise or blame
8. Suspicious of others
9. Press for decisions

Ok	Beef up	Reduce

### B. Active Listening

1. Paraphrasing others' statements
2. Clarifying confusing statements
3. Maintaining eye contact, body posture, watching nonverbal clues
4. Summarizing conversations as we go
5. Use of silence or pause
6. Noting tension level and disagreements
7. Attending to comfort or discomfort of other person


### C. Supporting and Trusting

1. Being empathic—see other viewpoints
2. Trusting others
3. Praising, complementing the person
4. Self-disclosing and open sharing of self
5. Allowing a person to speak and clarify his/her position or needs


## Art and Science of Extra Ordinary Presentations

**D. Emotional Control & Expressiveness**

1. Have a good sense of humor
2. Sarcastic, critical or judgmental
3. Express warmth and acceptance
4. Positive handling of criticism/complaints
5. Give constructive feedback
6. Agree to disagree openly
7. Challenge discrepancies and contradictions in a caring manner

Ok	Beef Up	Reduce

**E. Collaborating Skills**

1. Know different ways to prepare for a meeting
2. Clarify hidden needs and agendas
3. Review or summarize pros/cons
4. Develop and make positive contacts
5. Give and solicit feedback
6. Sell a win/win conclusion for both sides
7. Use time effectively through priorities
8. Positively judge people and their intentions
9. Know when to use technical language


*After completing the inventory go back over the list and add all of your “Ok” items (1 pt.), “Beef Up” items (3 pts.), and “Reduce” items (5 pts.). Check your relationship skills scores with the scores below.*

- |           |  |
|-----------|--|
| 0 - 39    | Excellent Relationship Skills          |
| 40 - 100  | Average Relationship Skills            |
| 101 - 130 | Relationship Skills need Improvement   |
| Over 130  | Poor Relationship Skills – take a team |