

May I Tell You Something?

It's important to know how we come across to others. The purpose of this survey is to create an easy way for you to help determine where some renewed awareness or attention would make a difference to others and their experience of interacting with you.

Think about what you would like to tell me. There might be some things that I do that you really like but I'm most interested in the things that I do that don't work for you; or the things that are missing for you and would make a difference if I started doing them. Thanks.

Be intentional about connecting with people

- Make time. Go to meetings early. Work the room.
- Ask people how they are doing and stay with the conversation.
- Keep track of people's families and regularly ask about them.
- Invite people to share with you what is going on in their lives.
- Notice who might be feeling left out and bring them into the conversation.

Be great to talk to

- Be more interested in other people's conversations.
- Listen more and speak less.
- Take the time, have patience when listening to others.
- Give others your full attention. Don't multi-task.
- Share more about what is going on for you.
- Do not change conversations so they become about you.

Manage conversations so others feel good about participating

- Encourage others to give their views.
- Listen with an open mind, free from personal bias.
- Give people credit when they change your thinking.

- Refer to people specifically when you build on their ideas.
- Work to understand others' positions, concerns and feelings.
- Disclose what you know without being asked.

Work on clarity, candor and commitment when issues are discussed

- Make specific commitments with dates and keep them.
- Ask people to be clear when the situation calls for it.
- Don't leave anything important left unsaid.
- Ask others where they stand on the topic being addressed.
- Follow up with prompt, correct action on points agreed to.
- Check back with someone when the circumstances call for it.
- Be responsive to people's requests including phone calls and e-mail.
- Communicate when you are going to not meet a deadline.

Deal with the world in a way that leads to trust and respect

- Be sincere, genuine and authentic. Be yourself.
- Be vulnerable. Share your views and concerns.
- Respect and keep confidences.
- Be more courteous and gracious. Say please and thank you.
- Let people know what you appreciate about them.
- Be more open to feedback and great when you get it.
- Stand up for people who are not present. Don't gossip.
- Acknowledge mistakes. Apologize when appropriate.
- Have a wonderful attitude about set backs and problems.

"Honest criticism is hard to take, particularly from a relative, a friend, an acquaintance or a stranger."
— Franklin P. Jones