

# HIRESMART EZINE

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## COMMUNICATION EFFECTIVENESS PROFILE

Examples of poor communication are prevalent today in eMail messages as well as interpersonal communications. Getting your message across in a way that is clear and coherent is a critical skill in both your business and your personal life. The *Communication Effectiveness Profile* looks at the complex subject of communicating with others.

Employees can easily improve their communications skills by completing a 180 degree or 360 degree assessment called, "*The Communications Effectiveness Profile*". This assessment is administered online and it looks at an individual's ability to effectively get their message across clearly using seven different dimensions of communication. These are:

- Empathizing
- Receiving the Message
- Transmitting your message
- Clarifying



### Achieving Communication Effectiveness

- Reading non-verbal clues
- Giving and Receiving Feedback
- Understanding

feelings of others when they are communicating with you? How well do you adjust your style to accommodate them? How well do you create a climate of warmth and sincerity? To what degree do people feel comfortable sharing their thoughts with you because they know you will listen?

**Empathizing**  
How much do you think about the perspectives and

**Receiving the Message**

Before you respond to someone...How well do you listen to and successfully process what they are saying (both their verbal and their non-verbal messages)?

How attentive or empathetic are you in a listening situation so that you can fully appreciate what they are trying to convey?

**Transmitting your Message**

Are you using a range of communication methods to get your message across to others successfully? How well do you ensure that your information is communicated in language that is clear, concise, and consistent?

# COMMUNICATION EFFECTIVENESS PROFILE

### **Clarifying**

Do you use careful and incisive questioning techniques to successfully translate the words and actions of the other party? How well do you gently question and probe the other person

in a conversation or discussion? Can you be sure that you are accurately interpreting their message?

### **Reading Non-verbal Clues**

How well do you pick up on body language and tone of voice in order to understand the complete communication message. How well do you assess the other persons feelings and meaning by looking beyond the spoken words that you hear?



A study at UCLA indicated that up to 93 percent of communication is non-verbal

### **Giving and Receiving Feedback**

How well can you successfully offer constructive feedback to others and accept direct feedback from others? How open are you to offering candid feedback to others in a constructive or helpful way? How capable are you in accepting coaching or guiding communication from others?

### **Understanding**

To what extent are you able to make sense of what you see and hear in order to engage fully in a conversation and respond intelligently, according to the

*Can you be sure that you are accurately interpreting their message?*

circumstances? How well do you reflect and process information while someone is speaking, in order to understand the key aspects of what is being communicated and how you might respond?

## SIXTEEN DIFFERENT LEARNING PROFILES

**1. Coaching Effectiveness Profile** - This Profile assesses an individual's ability to coach others successfully.

**2. Communication Effectiveness Profile** - This profile assesses an individual's ability to effectively get their message across clearly using seven separate categories. These are Empathizing, Receiving, Clari-

fying, Understanding, reading non-verbal clues, Feedback giving and transmitting your message.

**3. Creativity and Innovation Profile** - The Creativity/Innovation Effectiveness Profile provides

a detailed process for assessing an individual's capacity to be creative.



Customer Service Commitments

**4. Customer Service Commitment Profile** - This profile assesses how much commitment exists for service excellence to customers from

# SIXTEEN DIFFERENT LEARNING PROFILES

two perspectives - the individual's view about their own commitment, and about what they see to be the commitment to service by the wider organization around them.

**5. Diversity and Cultural Awareness Profile** - This profile assesses the individual's and the organization's measure of commitment to diversity and awareness of cultural differences.

**6. Emotional Intelligence Profile** - Emotional Intelligence is a key factor in personal and professional intel-

ligence, but how can we develop it completely if we have not measured it?

**7. Leadership Effectiveness Profile** - Using the Leadership Effectiveness Profile helps provide a more complete picture of an individual's effectiveness as a leader.

**8. Learning Styles Questionnaire** - Learning can take place in almost any place at almost any time. However, the methodology or approach that is used (by both the giver and receiver of information) may vary considerably and may be

successful to a greater or lesser extent depending upon the situation or the circumstances in which learning is expected to occur.

**9. Listening Effectiveness Profile** - The Listening Effectiveness Profile measures an individual's capacity to listen effectively, empathetically, and attentively.

**10. Management Effectiveness Profile** - The Management Effectiveness Profile is a competency-based diagnostic instrument that will give your key leaders a valuable snapshot of

their strengths and weaknesses. Once they recognize their own competencies, they can explore where to concentrate their improvement efforts so they can manage even more successfully in the future.

**11. Negotiating Style Questionnaire**- This in-

strument integrates fully with the conflict instrument in looking at the 'levels of energy' and 'levels of empathy' that may be used in a negotiation. The instrument plots individual scores in all quadrants of a grid, which reveal their use of four distinct negotiating styles - these are the styles of Pushy bullying, quietly ma-

nipulating, carefully suggesting, and confidently promoting.

**12. Personal Stress and Well-Being Assessment** - This Profile takes a holistic look at stress and well-being.

**13. Problem Solving and Decision Making Profile** - This Profile measures an individual's ability to solve problems and make decisions.

**14. Sales Effectiveness Profile** - In an increasingly competitive world, an effective salesperson needs a wide variety of skills and competencies in order to be successful.

**15. Teambuilding Effectiveness** - This instrument looks at an individual's ability to effectively build the team using the Forming, Storming, Norming and Performing model and using seven separate categories in all.

**16. Time Management Effectiveness Profile** - This Profile measures how effectively individuals man-

age their time in a range of different situations and circumstances.

*Emotional Intelligence is a key factor in business and personal relationships!*

## HireSmart, LLC

4554 East Inverness Ave.,  
Suite 134  
Mesa, AZ 85206

### Subscriptions

Phone: 480.503.2945

Email:  
subscriptions@hiresmart.com

Web: [Click Here!](#)

### *Human Capital Solutions*

## About HireSmart

HireSmart is a human capital management firm that provides consultation and outsourcing for strategic recruiting, talent assessment, selection, development and performance management. We help businesses increase productivity per hire, reduce turnover and improve performance. Our mission is to help our clients maximize their Return on Investment in human capital. We help managers lower the costs and risks associated with unproductive hiring and training decisions.

HireSmart provides customized solutions that measure the organization's outcomes for each human capital strategy implemented. We help you make your human capital development more attractive, convenient, efficient and cost-effective. We help you design continuous improvements in your human capital strategy leading to increased profit per employee.

## HUMAN CAPITAL DEVELOPMENT OPTIONS

INDIVIDUALS (SINGLE USE) AND  
ORGANIZATIONS (UNLIMITED USE)

### 16 LEARNING PROFILES

Diagnose performance in specific competencies such as goal setting, time-management or leadership effectiveness or produce style profiles in areas including emotional intelligence, learning style, and assertiveness.

### 35 SKILLBUILDER BOOKLETS

SkillBuilder Booklets are 12-page training snapshots that present each competency in logical steps. SkillBuilder Booklets provide the individual with self-paced learning and easy transition to on-the-job practice.



These Training Resources are Customizable!

### 20 ONE-PAGE COACH HANDOUTS

The One-Page Coach Handout is a concise job aid containing the steps required to improve on a competency, all on a single page. The reverse side provides an application job-aid

that outlines specific actions for improvement on the job.

### 32 MANAGER'S POCKET GUIDES

Pocket guides take a more comprehensive approach to topic areas and provide a view of problems and objectives from a managers' perspective. Ideal for team leaders as a starting or finishing point for skill and knowledge development.

Contact us at 480.503.2945 for samples of learning profile reports or training resources.

Email:  
info@hiresmart.com