

Appendix A Financial communication self-assessment

This self-assessment helps you to review your strengths and weaknesses in communicating about financial issues. Look through each of the statements and circle the score that best describes how you behave in that situation. Be as honest as you can in your scoring. You may wish to ask a trusted colleague or someone you communicate with to give you their insights, in confidence. If you are not currently involved with the issue in the statement, give yourself a score to represent how you might do it or have done in the past.

Score: 1 = Always; 2 = Often; 3 = Sometimes; 4 = Rarely; 5 = Never

<i>Statement</i>	<i>Score</i>	<i>How can I develop my skills?</i>
<i>Finance and non-finance communication</i>		
If people look at me blankly when I talk about financial issues, I stop and ask them a question	1 2 3 4 5	
I explain technical words that the other person may not understand before I use them	1 2 3 4 5	
Other people consider me to be an approachable person	1 2 3 4 5	
I try to build strong working relationships with those I need to communicate financial information to	1 2 3 4 5	
<i>Cross-cultural communication</i>		
I vary my communication style depending on the person receiving it	1 2 3 4 5	
I use personal greetings, such as 'how are you' when speaking to someone and communicating by telephone and in writing	1 2 3 4 5	
I try to be encouraging to those I communicate with	1 2 3 4 5	
I like to find out something about other people's cultures	1 2 3 4 5	
<i>Written communication</i>		
When sending an email I reread it before pressing the send button	1 2 3 4 5	
If designing a document that others will use I ask for their comments	1 2 3 4 5	
I like to talk in person as well as using email, when possible	1 2 3 4 5	
I make an effort when writing to only use words I know the reader will understand	1 2 3 4 5	

<i>Statement</i>	<i>Score</i>	<i>How can I develop my skills?</i>
<i>Numeric communication</i>		
I ask the user of numeric information how the format could be improved to make it easier to read	1 2 3 4 5	
I write/encourage others to write explanatory notes to explain budget information by those responsible for the budget	1 2 3 4 5	
I change headings and abbreviations in documents that readers may not easily understand	1 2 3 4 5	
I try to keep numeric information on one page for those just needing a summary	1 2 3 4 5	
<i>Presenting information to stakeholders</i>		
I use visual presentations such as pie charts to explain the figures	1 2 3 4 5	
I ask those who I present information to whether it makes sense and give them opportunities to ask questions	1 2 3 4 5	
I have a chance to visit my organization's programme activities	1 2 3 4 5	
I look at the information I present to stakeholders from their point of view before I meet them	1 2 3 4 5	
Totals		<input type="text"/>
TOTAL SCORE		<input type="text"/>

What the scores suggest and how to develop your skills

At the end add up your scores in each column. Then add up the totals to give you a total score. The lower the score the better you already are at communicating. See how well you communicate and how you might develop your skills. For each statement identify one action you could take to help develop your skills.

1–25 You are an excellent communicator. Try to develop any areas where you are not so strong; but above all keep going and try to become even better. Encourage and inspire others to improve their communication too.

25–50 You are a good communicator. There are some areas where your scores need improving. Try to work on these to become better. Encourage others to improve too.

50–75 You have identified the areas where improvements are needed. Work on the questions showing higher scores you have and use the material in this book to see where you can improve. Start by using one or two of the techniques and when satisfied with these find some more.

75–100 You have identified areas where you need to improve your communication skills. Excellent! This book is written to help you.

Start with your highest scores and identify the chapters that would be most use. Go through the suggestions and work on one or two at a time. You can learn the skills needed. Try to observe what people do who you consider to be good communicators.