

CHECKLIST FOR YOUR NEW BEHAVIOR PATTERNS

Adherence to Your Group's Standards of Behavior	YES	NO
Your comments are usually optimistic		
Your comments are usually pessimistic or cynical		
You usually support your group's values, objectives, and leaders		
You are often critical of the above items		

Transmitting:	YES	NO
<i>In social situations, you...</i>		
Keep the proper distance from the receiver		
Use the appropriate voice volume		
Don't speak too fast or too slow		
Don't talk too long at a time		
Use only acceptable gestures		
Display only those emotions acceptable under the circumstances		

<i>Preparing to transmit</i>	YES	NO
You identify your intended receivers		
You select the best way to send your message		
You take the listener's knowledge and reception pattern into account in preparing your message		
You use only words, concepts, and nonverbal stimuli the receiver understands		
You define the meaning of words or stimuli the receiver might not understand		
You get and hold the receiver's attention		
If receiver shows signs of boredom, you regain his attention or cut short your transmission		

<i>To minimize misinterpretation, you...</i>	YES	NO
Avoid verbal and nonverbal stimuli that can be interpreted in more than one way		
Keep all unintended stimuli to a minimum		
Avoid stimuli that might cause a strong emotional reaction		
Block out possible misunderstandings ("By that I don't mean...")		
Avoid messages that both attract and repel the receiver (i.e., "mixed messages")		
Give the receiver a chance to ask questions		
Give the receiver a chance to check his reception		
Check that the receiver interpreted your message in the way you intended		

<i>With members of about your status in the hierarchy...</i>	YES	NO
You talk about your achievements modestly		
You display your trophies in a dignified way		
You "put on airs"		

<i>You try to get acceptance despite real or imagined shortcomings by...</i>	YES	NO
Being a compulsive worker		
Being a "Do-gooder"		
Being a perfectionist		

<i>With those above or below you in the hierarchy...</i>	YES	NO
You talk down to those of lower status		
You depersonalize subordinates (I'll have my girl call you.)		
You raise the status of subordinates (as by referring to them as "colleagues" or "associates")		
You talk up to superiors		
You are "uppity" with your superiors		

<i>Self-Inflation</i>	YES	NO
You talk mostly about yourself, your family, your job, etc.		
You call attention to yourself by your clothes, your manner of speaking, etc.		
You show that you are superior to others		
You embellish or exaggerate your achievements		
You try to diminish others		
You try to impress others		

<i>You claim pseudo-achievements, such as...</i>	YES	NO
Being part of something "exclusive"		
Name-dropping		
Exaggerating connection with those of higher status		
You over-emphasize your former contributions		
You're a Monday-morning quarterback who always knows what others "should have done"		

<i>Helping Others</i>	YES	NO
You show acceptance of others by greetings and small talk		
You frequently give others compliments or small gifts		
You say nice things about people to others		
You listen when others need to talk to you		
You provide information or help when asked		

<i>Diminishing Others</i>	YES	NO
<i>You show non-acceptance of others by</i>		
Not responding to greetings or small talk		
Excluding them from meetings, parties, etc		
Ignoring them in social situations		
Making clear that most people bore you		

<i>You purposely reduce the status of others by...</i>	YES	NO
Ascribing their successes to unfair advantages		
Belittling their achievements, directly or indirectly		
Topping their achievements, when possible		
Trivializing their problems		
You disagree destructively by saying things like "Any fool can plainly see ..."		

<i>You attack others with...</i>	YES	NO
Insults		
Sarcasm		
Threats		
Wit		
Words they find offensive		

<i>You show that other people they are not as good as you are by ...</i>	YES	NO
Being disrespectful		
Brushing off their questions, complaints, etc.		
Forcing them to "talk up" to you		
Judging them		
Refusing their invitations, gifts, etc.		
Talking down to them		
Using words, concepts, etc. they don't know		

<i>You purposely hurt others by</i>	YES	NO
Associating them with something negative		
Bad-mouthing them to others		
Comparing them unfavorably with others		
Contradicting them unnecessarily		
Criticizing them in hurtful ways		
Disclosing their shortcomings, errors, and secrets		
Starting false rumors about them		
You impose your expectations on others		
You "put words in their mouth"		

<i>Deceiving Others</i>	YES	NO
You lie in ways that hurt others		
You intentionally give others incorrect or incomplete information for your benefit		
You make promises you know you can't keep		
You put a spin on facts to make yourself look better		
You misrepresent the value of items you want to exchange		

<i>To gain your objectives, ...</i>	YES	NO
You use flattery		
You pretend sympathy or helpfulness		
You pretend helplessness, illness, and injury		
You bait others into traps		
You "use" other people in some way or other		

<i>Avoiding Offense to Others</i>	YES	NO
You never consider the feelings of others		

<i>You express your opinions, values, etc.</i>	YES	NO
Whether others like them or not		
Honestly but in a manner that does not offend		

<i>To avoid uncovering shortcoming, errors, and secrets...</i>	YES	NO
You avoid subjects to which they are sensitive		
You avoid questions that might be mistaken as prying		
You phrase questions in ways that do not expose the receiver's lack of information		

<i>To avoid offending others unintentionally, ...</i>	YES	NO
You avoid sensitive subjects such as religion, money, etc.		
You avoid contradicting the beliefs, values, opinions, etc. of others		
You use ambiguous or vague transmissions, when necessary		
You avoid saying anything that might reflect unfavorably on anyone		
You don't tell "jokes" that belittle anyone		

<i>When you must criticize or contradict someone, you...</i>	YES	NO
Don't care who knows it		
Do it in private		
Limit its scope to the specific item		
Offset it with a compliment or other sign of acceptance		

<i>When you must reject or exclude someone from an activity, you...</i>	YES	NO
Give an obviously insincere excuse for it		
Give a good reason or "white lie" for it		
Add a compliment to soften the rejection		
Invite that person to some other activity, if appropriate		

<i>When you must disagree with someone, you...</i>	YES	NO
Avoid a direct contradiction		
Try to disagree without being disagreeable		
Use phrases such as "I think..." or "It seems to me..."		
Show agreement in other subjects		

<i>Defending Yourself Against Attack</i>	YES	NO
<i>When you are accused of misbehavior of any kind, you...</i>		
Deny the accusation		
Try to discredit the accuser		
Explain why you did it		
Minimize its significance		
Blame it on society or other intangible entity		
Blame it on some person or persons		
Plead for sympathy		
Try to make up for it in other ways		

<i>When you make a mistake, you...</i>	YES	NO
Admit it and make amends		
Conceal it		
Deny it		
Minimize its importance		
Make excuses for it		
Blame others for it		

<i>When subjected to an unfavorable comparison, you...</i>	YES	NO
Calmly try to show they are not correct		
Claim the comparison is not fair		
Make excuses		
Blame others		
Attack the person		

RECEIVING	YES	NO
<i>Avoiding Reception</i>		
<i>You keep others from talking to you by...</i>		
Avoiding others as much as possible		
Being "too busy" to talk to others		
Developing a personality that keeps others away		

<i>Distorting the transmittor's messages</i>	YES	NO
Having your feelings easily hurt		
Intimidating others from talking to you by unpleasant responses		
Killing the messenger who brings bad news		
Talking so much that other don't have a chance to		
Telling jokes, talking sex, to avoid threatening subjects		

<i>When you don't like the message you are receiving, you...</i>	YES	NO
Deal with it		
Get angry		
Change the subject		
Walk out		
Attack the transmitter		
Check to see if the transmitter didn't realize he was offending you		

<i>How you listen</i>	YES	NO
You pay attention		
You encourage the transmitter		
You frequently interrupt		
You shift the subject		
You delay your interpretation until you receive all the message		
You control your emotions until you receive all the message		

<i>You frequently distort the incoming message by...</i>	YES	NO
Generalizing it		
Personalizing general statements		
Adding items not in the message transmitted, such as humor, sex, self-pity, etc.		
Converting neutral observations of the transmitter into personal attacks or comparisons		

<i>Checking the Correctness of Your Reception</i>	YES	NO
You automatically accept your interpretation as correct		
You recognize that your interpretation might be incorrect or incomplete		
You automatically reject all information that is different from your present information		
You consciously try to allow contradictory information into your brain		
You ask yourself, "What is he trying to tell me?"		
You check your interpretation with the sender		
You give the transmitter an opportunity to check your interpretation		

<i>Thinking Critically</i>	YES	NO
You accept the new information uncritically as correct		
You recognize that the information in the message might be incorrect, intentionally or unintentionally		
You try to understand the broader message being conveyed		
You tag the new information as "unproved" until it can be confirmed or refuted		
You usually avoid being manipulated		

<i>Responding to Messages</i>	YES	NO
You jump to conclusions before you have all the information		
You respond automatically ("shooting from the lip")		
You frequently challenge the transmitter's statements		
You examine the message objectively, regardless of who the transmitter is		
When time permits, you gather additional information so that you can respond more appropriately		

How Other People React to Your Reception Pattern	YES	NO
They like to communicate with you		
They frequently interrupt or change the subject		
They get tired of your distortions of their messages		
They get angry, argue, or attack you		
They avoid you as much as possible		

THE EFFECT OF YOUR EGO ON YOUR BRHAVIOR	YES	NO
<i>Status of your ego</i>		
You feel confident in most subject areas		
Your ego is low in most subject areas		
Your ego is low but improving		
You feel you can't do anything right		
You feel that most people don't like you		

<i>The Effect of Your Ego on How You Behave</i>	YES	NO
You frequently compliment others		
You help others when they ask for it		
You can accept constructive criticism		
You can try new things even when you might fail		
Your feelings are frequently hurt		
Others don't talk to you, unless necessary		
You feel that people are prying into your business		
You frequently criticize others or diminish them in other ways		