

FLEXIBILITY

Flexibility Rating for

Your Name

Flexibility

Flexibility is defined as a person's willingness and ability to meet others' communication goals to build trust. Flexibility can also be thought of as a person's overall effectiveness in adapting to people of different styles.

In contrast to communication style, which for most people is formed early in life and not likely to change much after that, a person's flexibility changes throughout his or her lifetime. Flexibility is a conscious choice. We can make a choice each time we communicate with someone as to how flexible we will be. It takes work to communicate flexibly, but it brings benefits personally and professionally.

Flexibility requires perseverance, to roll with the ups and downs that are inherent in change. It requires thinking before acting, and acting in ways that benefit others and not just ourselves.

When you communicate flexibly, you benefit and your communication partner benefits. You can walk away from the interaction feeling good because trust was built and not eroded. Trust benefits everyone and leads to positive organizational results. So, work on applying this third key of communication -- flexibility -- on a daily basis.

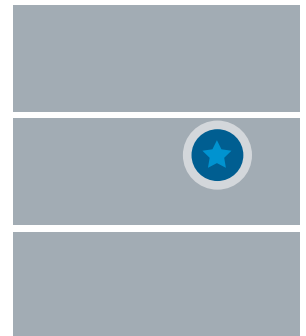
The Flexibility Profile below has three levels, with level three being the highest level of flexibility and level one the lowest. Your score from your respondents is indicated by the star.

If you received a three or a high two that indicates your respondents endorsed your communication effectiveness. On the other hand, a one or a low two rating indicates that there is some frustration experienced by your respondents. Many factors could go into that frustration, and it's probably not totally caused by your behaviors. However, the only person you can change is yourself. So, apply what you learn from Keys of Communication and in the future your rating will likely be higher.

Your Flexibility Profile

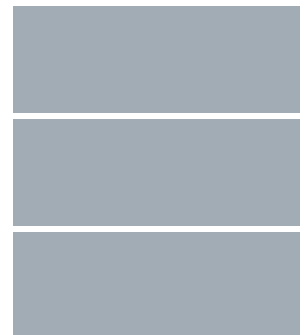
Level Three

A level-three rating indicates your respondents see you doing an excellent or very good job of meeting their communication goals. They see you adjusting well to change and communicating in ways that build trust. They also endorsed your skills as a listener and as a speaker. A level-three rating is a validation of your communication effectiveness. Keep up the great work!



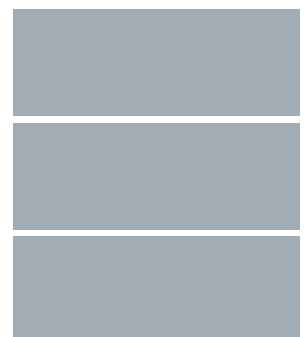
Level Two

A level-two rating indicates your respondents see you doing a good or fair job of meeting their communication goals. They see you adjusting somewhat well to change and moderately building trust with your communication. A level-two rating does not indicate communication problems, but it shows an opportunity for improvement. You can improve a level-two rating by applying what you learn from Keys of Communication. Doing so will require conscious effort on your part, especially at the beginning.



Level One

A level-one rating indicates your respondents see you not meeting their communication goals. Overall, they see you not adjusting well to change and communicating in ways that build trust. However, if you can make even minor changes in your communication, you can move this rating up. Applying what you learn from Keys of Communication on a day-to-day basis will help your communication become more flexible.



Keys of Communication

STYLE • GOALS • FLEXIBILITY • LISTENING • SPEAKING

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