

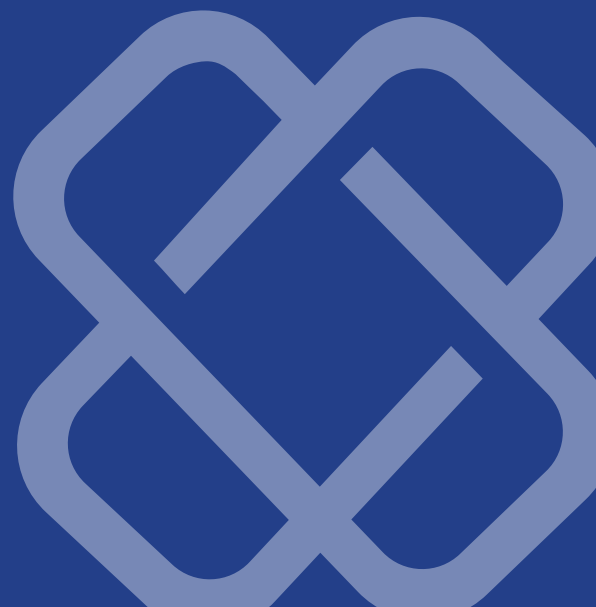


Email & Chat Skill Assessment

Stop Email & Chat Wasting Your Time



CreatingEdge





Email & Chat Skill Assessment – Scale of 1-5

1. I don't know when any message arrives. I have disconnected all notifications off all my devices & have no red circles or pop-up alerts anywhere.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

2. When I check messages, I handle them once. I immediately act on it if its urgent, file for future response or delete it. My inboxes are generally empty.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

3. I don't mix personal messages or subscriptions with my professional message accounts. My primary messaging account is focused on professional messages only.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

4. I unsubscribe, mute, delete, spam, junk, hide or block every day to keep my message account clean. I focus on limiting the number of messages I receive.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

5. If I need something urgent, I always call or text people. I never message via a collaboration tool, email or chat for an urgent response.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

6. I do not respond to all messages, only those I specifically need to. If someone needs to know I have read the message, I return a quick thanks.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:



7. My messages are generally 5-lines long. I focus on keeping them as short as possible with very clear direction & actions.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

8. I never send a message early. I always re-read for clarity & spell / grammar check. If it's a difficult note, I prefer to sleep on it & review the next day before sending.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

9. I limit the number of times I check my messages to under 5 times a day. Messages don't drive my day – I do.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

10. My collaboration technology, email & chat times are always scheduled. I check messages only during my scheduled times.

1	2	3	4	5
Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree

Score:

Result:

TOTAL:

Add up your score from the 10 key elements in relation to email & chats.

33-50 – Don't be shocked, many are in this category. You need support in how you manage your messaging. Implementing the content of this course will significantly enhance your performance daily – don't delay – hit the quick fixes first.

17-33 – Sounds like you are making good progress in managing messages. This course is extensive. You will find it contains many additional steps you can take to increase performance. Whilst not urgent, look at the quick fixes to make sure you have addressed the most important opportunities

0-17 – Congratulations – you really are on top of messaging & are working at a positive performance level. Whilst you may find elements of this module enhancing your way of working further, you are already performing well in how you manage messaging.