

GOT GOOD TONE?

When you meet difficult people and situations with a positive attitude and response, good tone, you actually increase serotonin and build brain connections that encourage more positive reactions in the future. Take this Tone Quiz and see if your brain is making the "best" connections. Test your tone in this brief survey, where each item relates to either effective or ineffective workplace tactics:

1. Do you speak and feel like you are heard daily?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

2. Do you laugh with fellow workers?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

3. Do you avoid negative people during staff breaks?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

4. Do you refuse to take offense at work?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

5. Do you refrain from pointing out other's mistakes?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

6. Have you resolved a key conflict at work in the last month?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

7. Do you propose doable solutions to problems you face?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

8. Would fellow workers see you as reflective?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

9. Do you remain calm in stressful situations?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

10. Do you prevent stressors from invading your workplace?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

11. Would others say that you value their offerings?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

12. Do you learn from people who disagree with you?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

13. When disagreements arise, do you avoid personal attacks?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

14. Do you welcome workers who differ widely from your views?

- a. Mostly _____
- b. About 50% _____
- c. About 25% _____
- d. rarely _____

Scores are valued as follows: A=10, B=8, C= 6, D = 4

Add your scores: A____, B____, C____, D____

A score from **140 to 113** means: You use highly effective tone skills in most communication areas.

A score from **112 to 85** means: You use some tone strategies in several communication areas, with reasonable acumen.

A score from **84 to 56** means: You occasionally use good tone skills but need to work on ways to develop better tone skills.

A score from **55 and below 55** means: You likely need a strong support system to help you develop these skills.

Go to <http://www.brainleadersandlearners.com/tone/tone-a-standing-ovation-to-diversity/> to view this Tone Test and for more information and interpretation on your results.