

# CONSTRUCTIVE CONVERSATION SCORECARD



CENTER for  
INDUSTRIAL  
PROGRESS

APTITUDES		1-3	4-6	7-9	10-12	A	B
1	<b>Begin with eagerness and openness</b>	You don't create the conversational environment, the conversational environment creates you. If the other person pushes your buttons you react with indignation or attack.	You would like to begin in a friendly way, and sometimes start out that way, but often find yourself frustrated or flustered early on--which is usually not a good sign of things to come.	You begin conversations in a friendly way most of the time, although it can be hard if they're antagonistic or throw you a curveball. In general you seem like a friendly person to discuss issues with.	No matter where the other person starts, even with anger, you can begin with eagerness to discuss the important issues they raise.		
2	<b>Keep the conversation focused</b>	Your conversations go all over the place, from unresolved question to unresolved question, ending with no resolution and sometimes even more entrenchment.	You know that it's impossible to effectively discuss five things at once, but you don't know how to focus the conversation without seeming evasive.	You generally keep the conversation on track, going on a tangent or two but keeping in mind the need to focus. Most of the time it's clear to both of you what you're talking about and why.	No matter where the conversation begins and no matter how many times the other person tries to switch topics you can focus the conversation on a single question that you both agree is very important to you.		
3	<b>Give persuasive explanations</b>	You are unable to move the vast majority of people who start out disagreeing with you--and sometimes you make things worse.	You genuinely want to persuade other people and it feels like what you're saying makes sense but for many, many audiences you just can't get through. Is it possible people just aren't open to reason?	You regularly experience some positive impact, if not usually an eye-opening impact, of your conversations on other people. You feel comfortable explaining a wide variety of points and most of them seem to get across.	You are able to move almost anyone you talk to in your direction. Even those who start vehemently disagreeing with you will often admit that you have a point.		
4	<b>Come across as relatable and good-natured</b>	You come across as uncaring or robotic, confirming any starting negative impressions people have.	You are a good person but it doesn't always come through. Other people often feel like you're a "different kind" of person rather than someone who is fundamentally human just like they are.	You make a largely positive impression on most people you talk to, coming across as a normal human being, though it can be difficult if you're in an antagonistic environment.	You come across as a good-natured human being to everyone, even if they expected the worst at the beginning of the conversation.		
5	<b>Feel comfortable no matter what happens</b>	You feel on edge throughout the conversation, regularly not knowing what to do in response to the other person--and feeling like there's very little chance you'll accomplish anything.	You have seen people who always keep their cool during conversations and you wish you could, too. Many things can put you on edge, from a difficult challenge to a rude comment you just can't let go.	You have practiced keeping your cool in a number of situations and succeed for the most part, though you can find it difficult or overwhelming when too many negative points are raised.	You feel comfortable in any situation, including whether the other person vehemently disagrees, expresses anger, insults you, switches the subject, or just doesn't seem to "get it."		
6	<b>Manage time effectively</b>	You are constantly being sucked into long conversations that are clearly going nowhere. Often the conversation ends out of fatigue or because someone else breaks it up.	Your desire to persuade the other person often leads to a long, drawn-out conversation where you keep thinking there must be a way to make a dent.	You usually keep conversations to a reasonable length, going longer when the other person is more promising, but time efficiency is not top of mind.	Your conversations are remarkably efficient. You can move someone--and make them want to learn more--in five minutes or less. You only get into long conversations if the other person is particularly promising.		
7	<b>End early when necessary</b>	You are not clear on when the other person is and isn't open to reason because you are not persuasive, but even when you're confident they're not open to reason you either don't end the conversation or end it angrily.	You're not sure when to end a conversation. Your conversations with rude, unreasonable people tend to go on too long--and sometimes you can't resist engaging in some rudeness of your own.	You will eventually end the conversation if the other person is not clearly open to reason, though you might feel bad that you weren't able to persuade them.	You are able to gracefully and quickly end a conversation if the other person is clearly not open to reason.		
8	<b>Motivate them to learn more</b>	You have handled the conversation in such a way that the person is not at all motivated to learn more and would not take your recommendation for further resources.	You would love it if someone were motivated to learn more after talking to you but it rarely happens--and partially because of that you haven't thought through what to recommend that they explore next.	You are persuasive enough that the other person is intrigued, but maybe not enough that they'll make it a priority to learn more--and you are not deliberate about following up with specific resources.	You are so persuasive during the conversation that the other person is motivated to explore resources you recommend--and you always make sure to recommend resources.		

Use this tool to assess where you are — and where you want to be — in your ability to have constructive conversations instead of frustrating fights. *Rate yourself from 1-12 on each of the aptitudes in Column A, then put where you'd like to be in Column B.*

Email your scorecard to [support@industrialprogress.net](mailto:support@industrialprogress.net) and we will send you a "cheat sheet" for our Constructive Conversation System.

CURRENT SCORE (A)	DESIRED SCORE (B)