

Family Communication Scorecard

Rate each statement below by selecting the response that you consider most accurate.		Individual score	Family score
1	My family members are effective communicators.		
2	My family members are good listeners.		
3	My family members show each other affection.		
4	My family members talk about difficult issues.		
5	When angry, my family members avoid saying things that would be better left unsaid.		
6	My family members discuss their feelings and ideas with each other.		
7	When my family members ask each other questions, we get honest answers.		
8	My family members listen to one another to understand what they mean to say.		
9	My family members calmly discuss problems with each other.		
10	Within my family, we express our true feelings to each other.		
Range of responses:		Total individual score	Total family score
1	I strongly disagree		
2	I disagree		
3	I think this is often true		
4	I agree		
5	I strongly agree	Average family score	

Don't be surprised if there are big differences in people's scores, because family members who have different roles or belong to different generations can have varying perceptions of the family.

- Step 1

Individually score your family's ability to communicate using the "Family Communication Scorecard". Add the points together and write your name and score (minimum 10 points and maximum 50 points) on a pink post-it note.
- Step 2

Individually identify one family communication strength and one family communication weakness, using the ten statements in the scorecard as a guide. Write the strength on a blue post-it note and the weakness on a yellow post-it note.
- Step 3

As a family, add together your score and use the total figure to then calculate the average family score. Write the family's average score on a pink post-it note and arrange the other scores around it from high to low for the purpose of comparison. If the father, who is also the CEO of the company, rates communication as 50 and the family average is 25, there will be some interesting conversations to follow.
- Step 4

As a family, make two columns labeled "Strengths" and "Weaknesses" under the row of pink post-it notes and position the strengths (blue post-it notes) and weaknesses (yellow post-it notes) accordingly.
- Step 5

Use the table and questions to have a family discussion and record your insights.

Interpret your scores		
Avg. scores	Quality of family communications	Effectiveness
44–50	Family members feel very positive about the quality and quantity of their family communication.	Very high
38–43	Family members feel good about the way their family communicates and have few concerns.	High
33–37	Family members feel generally good about the way their family communicates but have concerns.	Moderate
29–32	Family members have several concerns about the quality of their family communication.	Low
10–28	Family members have significant concerns about the quality of their family communication.	Very low