



Assess your Communication Skills

Generic Skills	Yes	No	Unsure
Do you take time to understand the other person before your attempt to communicate your message?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before commencing communication do you remove distractions; such as noise, physical or emotional discomfort, personal problems, negative attitudes, or distracting mannerisms or dress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you address any issues in their terms, not your terms - consider their needs and aspirations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you choose effective mediums for delivering your messages?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use language and words that encourage rather than discourage change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you avoid the use of technical terms and jargon?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you encourage a free flow of input from the receiver to ensure that understanding has been achieved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you actively seek feedback from others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verbal Communication	Yes	No	Unsure
Do you take the time to build rapport?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you display genuine empathy and respect for the other person?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use open questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you encourage people with verbal and non-verbal acknowledgements to continue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you listen without interruption?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you paraphrase to check understanding?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you summarise complex discussions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use "I" statements when giving feedback?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use non-judgmental, non-sexist, non-racist and appropriate language?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you use non-threatening body language and voice tone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you listen to feedback without interruption?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you accept constructive feedback non-defensively?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you explain technical details in a clear understandable way?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you check to ensure information is received and understood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you avoid the use of organisational jargon?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you express yourself in an articulate and easy to understand manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you adapt and modify my behaviour according to the person and the situation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you respond to people in a culturally appropriate manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written Communication	Yes	No	Unsure
Do you write concisely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you write in a way that is easy to understand and follow?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you write reports that are set out in an orderly manner, with a natural progression of ideas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you write in a way that gains audience attention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is your written communication free of spelling mistakes, misplaced or missing punctuation marks, and case confusion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>