



EFFECTIVE COMMUNICATION SELF-EVALUATION

Communication Knowledge And Attitudes	Most of the Time	Frequently	Occasionally	Almost Never
--	---------------------	------------	--------------	-----------------

Put an X in the appropriate column.

Do you:

1.) Tune out people who say something don't agree with or don't want to hear?

2.) Concentrate on what is being said even if you are not really interested?

3.) Assume you know what the talker is going to say and stop listening?

4.) Repeat in your own words what the talker has just said?

5.) Listen to the other person's viewpoint, even if it differs from yours?

6.) Learn something from each person you meet, even if it is ever so slight?

7.) Find out what words mean when they are used in ways not familiar to you?

8.) Form a rebuttal in your head while the speaker is talking?

9.) Give the appearance of listening when you aren't? _____

10.) Daydream while the speaker is talking? _____

11.) Listen to the whole message-what the talker is saying verbally and nonverbally? _____

12.) Recognize that words don't mean exactly the same thing to different people? _____

13.) Listen to only what you want to hear, blotting out the talker's whole message? _____

14.) Look at the person who is talking? _____

15.) Concentrate on the talker's meaning rather than how he or she looks? _____

16.) Know which words and phrases you respond to emotionally? _____

17.) Think about what you want to accomplish with your communication? _____

18.) Plan the best time to say what you want to say? _____

19.) Think about how the other person might react to what you say? _____

20.) Consider the best way to make your communication (written, spoken, phone, bulletin board, memo, etc.) work? _____

21.) Think about what kind of person

your talking to (worried, hostile, disinterested, rushed, shy, stubborn, impatient, etc.)?

22.) Interrupt the talker while he or she is still talking?

23.) Think, "I assumed he or she would know that"?

24.) Allow the taker to vent negative feelings toward you without becoming defensive?

25.) Practice regularly to increase your listening efficiency?

26.) Take notes when necessary to help you remember?

27.) Hear noises without being distracted by them?

28.) Listen to the talker without judging or criticizing?

29.) Restate instructions and messages to be sure you understand correctly?

30.) Paraphrase what you believe the talker is feeling?
