



PERSONAL ASSESSMENT OF COMMUNICATION SKILLS

Rate yourself on each of the following statements. Score yourself a 5 if this statement describes you most of the time, 4 if it's often, 3 if it occurs some of the time, 2 if it rarely occurs, and 1 if it never occurs.

1. In conversation, I listen about the same amount of time as I talk.
2. I am able to shut-out distractions caused by other people, activities or sounds when I am listening to someone talk.
3. People regard me as warm and friendly, as opposed to cold and distant.
4. I listen fully to what another's saying and try to understand their point of view before I begin to argue.
5. I ask a lot of questions when someone is talking to show that I'm interested in what they're saying and to help them develop their ideas.
6. People regard me as someone who is honest and genuine when I am talking with them.
7. People appear to be comfortable with me when we engage in conversation.
8. Rarely do I have to explain things a second time because someone misunderstood me.
9. I smile a lot when I talk
10. I explain issues and problems in a clear and organized manner.
11. I appreciate and affirm others when I'm engaged in conversations
12. Rarely do I interrupt others while they're speaking.
13. I make a lot of eye contact when I talk to someone.
14. In discussions, I am able to be flexible on issues even if I disagree with someone.
15. I find that I can talk with just about anyone about a lot of different subjects.
16. When someone else is talking, I focus more on what they're saying rather than on what I am going to say next.
17. People frequently confide in me about issues important to them.
18. I resist mindreading or jumping to conclusions so that I can understand the whole issue before making a judgment.
19. When I disagree with someone, I am able to negotiate agreements effectively
20. In conversations, I effectively control my nonverbal communication, such as looking away a lot, fidgeting, or speaking in a tone of voice that might be regarded as demeaning.

COMPASS

Add up your answers for questions 1 – 20 for a combined total.

80 – 100: Scores in this range describe a person who builds strong relationships based on listening, supportive behaviors, clarity of messages and balanced speaking and listening.

60 -79: Scores in this range describe someone who has a few areas to work on, such as listening longer, reserving judgment until all is heard, focusing greater warmth as a personality style and greater acceptance of others' viewpoints.

40 – 59: Scores in this range describe someone who will benefit from looking at issues from the viewpoints of others more often, work on affirming nonverbal messages such as smiles and head nods that encourage, and demonstrate a stronger commitment to mutual understanding.

Spangle, M., & Moorhead, J. (1997). *Interpersonal communication in organizational settings: Communication skills for business and professional success* (p. 67). Dubuque, Iowa: Kendall/Hunt Pub.