

## Communication Skills Questionnaire



Please complete this questionnaire using the following rating scale to score each statement. Put your score in the box to the left of each statement.

At the end of the questionnaire follow the scoring instructions.

### Rating Scale

- 0 = Never display this behaviour
- 1 = Seldom displays this behaviour
- 3 = Frequently displays this behaviour
- 4 = Almost always displays this behaviour

1. Pronounces words clearly so that they are understood first time.
2. Speaks at an appropriate volume level – not too loud and not soft.
3. Has direct eye contact when they speak to people.
4. Uses open questions to find out facts.
5. Looks at people when listening to them.
6. When solving problems with others they find out the current situation.
7. Sells the benefits of their ideas spelling out the 'win' for others.
8. Understands cultural norms.
9. Expresses themselves face to face in a concise way so that people can easily understand them.
10. Talks at a speed which enables everyone to understand what they are saying.
11. Uses hand movements and gestures to reinforce the points they are making.
12. Asks the right questions to gain a complete understanding of people's problems.
13. Summarises the thoughts of others to ensure understanding.
14. When consulting with others they are careful to fully understand and agree their needs.
15. Prioritises people's needs and sells their ideas to match those needs.
16. Is sensitive when communicating with people from different cultures.
17. Uses easily understood everyday words and expressions that everyone is familiar with.

- 18. Communicates with a tone of voice that varies to emphasise key points.
- 19. Varies their body language to gain rapport with people.
- 20. Finds out the thoughts and views of others through the use of open questions.
- 21. Uses silence rather than interrupts when listening to others.
- 22. When providing help to others they identify the key issues to be addressed.
- 23. Is persuasive when handling questions and/or objections from others.
- 24. Varies their style of communicating to fit in with different cultures.
- 25. Avoids the use of jargon and technical language.
- 26. Uses pauses and silence to allow people to understand the points they are making.
- 27. Matches and 'mirrors' other people's body language.
- 28. Knows when to use closed questions to get 'Yes/No' answers.
- 29. Takes an appropriate amount of notes when listening to others.
- 30. When introducing change works with others to create jointly owned solutions.
- 31. Stresses the benefits of recommendations.
- 32. Varies their use of language and behaviours to appeal to people from other cultures.
- 33. Structures their thoughts in a logical and rational way to help others to understand their content.

- 34. Speaks carefully to avoid any misunderstandings which may arise from their local accent.
- 35. Ensures that their appearance is appropriate given the different types of people they meet with.
- 36. Uses a logical structure of probing questioning to find out what they need to know from others.
- 37. Keeps an open mind when listening to what others have to say.
- 38. Builds consensus with people rather than telling them what to do.
- 39. Is persuasive in selling their solutions.
- 40. Promotes the corporate culture in their communications with others.

**Now collate your scores on the chart on the next page.**