

Name: _____

QUESTIONNAIRE

VERBAL COMMUNICATION

Communication skills self-assessment

Scale: Very little 1 2 3 4 5 6 7 A lot

For each item, respond as honestly as possible.

1.	I pay attention to the nonverbal cues of others.	1 2 3 4 5 6 7
2.	I attempt to understand ideas that are different from mine.	1 2 3 4 5 6 7
3.	I attempt to understand the other person's frame of reference.	1 2 3 4 5 6 7
4.	I can accurately paraphrase another's words.	1 2 3 4 5 6 7
5.	I am at ease in the world of emotions.	1 2 3 4 5 6 7
6.	I accept suggestions from people with whom I am working.	1 2 3 4 5 6 7
7.	I asked for more details and clarification.	1 2 3 4 5 6 7
8.	I make sure I distinguish between fact and opinion.	1 2 3 4 5 6 7
9.	I encourage others to clarify their thoughts.	1 2 3 4 5 6 7
10.	I give critical feedback when necessary.	1 2 3 4 5 6 7
11.	I emphasize action or behaviour that I appreciate.	1 2 3 4 5 6 7
12.	I am aware of the effects of my behaviour on others.	1 2 3 4 5 6 7
13.	I accept critical feedback from others.	1 2 3 4 5 6 7
14.	I openly acknowledge my errors.	1 2 3 4 5 6 7
15.	I ask others for critical feedback.	1 2 3 4 5 6 7
16.	I adapt myself to the individuals with whom I am interacting.	1 2 3 4 5 6 7
17.	I take the initiative in settling misunderstandings as soon as they arise.	1 2 3 4 5 6 7
18.	When I am challenged, I am able to discuss it calmly.	1 2 3 4 5 6 7
19.	I clearly express my disagreement.	1 2 3 4 5 6 7
20.	When appropriate, I apologise without excessive justification.	1 2 3 4 5 6 7
TOTAL		



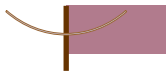
Pierrette Desrosiers
PSYCOACHING
Pierrette Desrosiers, M.Ps.

Work psychologist – Conference speaker – Work coach

Suggestion: Select the three items with the lowest score and, in the coming weeks, concentrate on changing these behaviours or attitudes. Discuss this with a person whom you trust and ask if you have shown improvement.



RESULTATS



How to interpret communication skills results

Between 20 and 50

it is obvious that you are more at ease with jobs you can carry out alone rather than in interpersonal relationships.

Between 51 and 80

You have some communication skills, but others are less well-developed. You are nevertheless aware of your limits, which is an important lever for personal development.

Between 81 and 110

You are perfectly at ease in the world of interpersonal relationships. You have only to refine the skills you already possess and enrich your repertoire of responses.

Over 110

You demonstrate mastery of all to mediation skills. But do you know yourself well?

Source: *La communication et la gestion [communication and management]*; Solange Cormier, 1999.



Pierrette Desrosiers
PSYCOACHING

Pierrette Desrosiers, M.Ps.

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☎ 819 849-9016 📠 819 849-9421 - email: pierretted@lincsat.com ✨ www.desrosierspsycoaching.com - 849, Rang 10, St-Herménégilde, Qc J0B 2W0