

Attachment: Evaluating communication skills

Number of methodological Tool	EUPA_LO_101_M_001
Number of attachment	EUPA_LO_101_M_001_Att_1

	Not at all	Rarely	Sometimes	Often	Very Often
1. I try to anticipate and predict possible causes of confusion, and I deal with them up front.					
2. When I write a memo, email, or other document, I give all of the background information and detail I can to make sure that my message is understood.					
3. If I don't understand something, I tend to keep this to myself and figure it out later.					
4. I'm surprised to find that people haven't understood what I've said.					
5. I can tend to say what I think, without worrying about how the other person perceives it. I assume that we'll be able to work it out later.					
6. When people talk to me, I try to see their perspectives.					
7. I use email to communicate complex issues with people. It's quick and efficient.					
8. When I finish writing a report, memo, or email, I scan it quickly for typos and so forth, and then send it off right away.					
9. When talking to people, I pay					

attention to their body language.					
10. I use diagrams and charts to help express my ideas.					
11. Before I communicate, I think about what the person needs to know, and how best to convey it.					
12. When someone's talking to me, I think about what I'm going to say next to make sure I get my point across correctly.					
13. Before I send a message, I think about the best way to communicate it (in person, over the phone, in a newsletter, via memo, and so on).					
14. I try to help people understand the underlying concepts behind the point I am discussing. This reduces misconceptions and increases understanding.					
15. I consider cultural barriers when planning my communications.					

Questionnaire taken from: https://www.mindtools.com/pages/article/newCS_99.htm