

Communications

Your ability to receive, understand, consider, and share information and ideas through speaking, listening, and interacting with others. For example, at work, we use this skill to discuss ideas, listen to instructions, and serve customers in a socially appropriate manner.

VERBAL

From USUALLY to ALMOST ALWAYS up to ALWAYS

- Speaks clearly and logically
- Uses vocabulary, tone and grammar appropriate for the situation
- Respects people of different gender, race, culture, etc.
- Supports words with appropriate facts, examples, content, etc.
- Seeks to confirm understanding by others
- Has good persuasive skills
- Speaks with empathy
- Confirms their own understanding through questions or rephrasing

From RARELY to SOMETIMES up to USUALLY

- Speaks too softly or too loudly
- Talks excessively at times
- Lacks clear logic and flow in message
- Vocabulary, tone and grammar may not be appropriate
- Struggles with repeated phrases or utterances
- Inadvertently disrespects others
- Lacks facts, content, etc.
- Does not confirm understanding
- Struggles to persuade even with a good argument
- Lacks empathy

From NEVER to RARELY

- Speaks excessively loudly
- Seeks to monopolize the conversation
- May lack logical flow
- Vocabulary, tone and grammar selected to offend or intimidate
- Intentionally disrespects others, especially of different gender, race, culture, etc.
- Deliberately uses misleading information, false facts, etc. to manipulate others

PHYSICAL

From USUALLY to ALMOST ALWAYS up to ALWAYS

- Listens actively & Respects confidentially
- Analyzes arguments, perspectives and speaker's intentions
- Assesses reliability or validity of the speaker's message
- Pays attention to word choice, emphasis, body language
- Considers how their message will be received or the impact on reputation, etc.
- Plans their message based on clear goals, audience type interests and knowledge, context, etc.
- Considers their own biases
- Actively seeks to improve communication techniques and skills

From RARELY to SOMETIMES up to USUALLY

- Listens sporadically or loses focus. Might be thinking of how to reply
- Interrupts due to enthusiasm
- Careless or unaware of word choice, body language, etc.
- Does not consider how the message will land with listeners
- Plans message spontaneously with little thought
- Struggles to select appropriate communication tools
- Tries to improve skills if encouraged

From NEVER to RARELY

- Does not listen well
- Interrupts aggressively
- Does not care about body language or uses it to intimidate or bully
- Overly aggressive
- Indifferent to audience response
- Does not plan message
- Misuses communication tools
- Does not support improving or adjusting their communication skills/techniques