COMMUNICATION SURVEY QUESTIONS

1) Never  2) Not Often  3) Sometimes  4) Often  5) Always

1. When someone makes me angry I deal with them while still angry. _______

2. I become impatient with people who do not express their thoughts and opinions clearly. _______

3. I can get to the solution of the problem without regard to underlying interests or motivations. _______

4. When I’m negotiating with someone I view them as an opponent. _______

5. I believe the words I choose in communication with another person convey most of my message. _______

6. When I listen carefully to what someone is saying to me I can predict what their conclusion will be. _______

7. When I’m not sure about what someone is saying to me, rather than ask questions, I’ll wait to learn more. _______

8. When someone gives me instructions and asks, “do you understand,” I say “yes” even if I’m not entirely sure. _______

9. Effective communication can be achieved simply by taking turns talking. _____

10. When I’m locked in an argument with someone I view them as an opponent, and I think in terms of win/lose. _______

For Questions 1-10

Add all scores and divide by 10 for the average total score. __________
1) Never  2) Not Often  3) Sometimes  4) Often  5) Always

11. When I initiate a discussion of something important to me and want to be sure it makes an impact, I invite the other person to explain their viewpoint before I present mine. _______

12. I ask for more information about why a particular demand is being made to explore for underlying interests and ask why a position is important. _______

13. I listen fully and affirm that I understand what the other person has said as a sign of respect to the speaker. _______

14. When I ask questions for clarification, they tend to be open ended and cannot be answered with a simple “yes” or “no” response. _______

15. The best way to get the listening I need is to make the other person feel listened to first. _______

16. In negotiations I try to direct the focus away from stated positions and explore for interests and common solutions. _______

17. I practice direct communication by using “I” statements, such as, “I think…,” “I feel…,” “I need….” _______

18. I look past a person’s opinion of what solution is necessary to solve the problem to get to their needs and underlying interests. _______

19. When someone says something I’m not sure about I ask for clarification. _______

20. I restate the essence of the speaker’s message in my own words as a way of checking on the accuracy of what has been heard. _______

For Questions 11-20

Add all scores and divide by 10 for an average total score. _______

Questions 1 -10 Evaluation: Questions 11 -20 Evaluation:

1 - 2.5 – effective communication skills  1-2.5 -- very poor communication
2.6 - 3.5 – needs improvement  2.6 - 3.8 – satisfactory
3.6 - 5 – destructive communication habits  3.9 - 5 – effective communication