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 imp	patient with people	e who do not expre	ss their thoug	thts and opinion	s 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 message.		communication wi	th another pe	erson convey mo	st of my	
6.	When I listen will be.	•	someone is saying	to me I can j	predict what their	r conclusion	
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	0. 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							

11. When I initiate a discussion of something impact, I invite the other person to explain the	<u>-</u>					
2. 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 to the speaker	at the other person has said as a sign of respect					
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 be	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" need"	statements, such as, "I think," "I feel," "I					
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 a	verage total score					
Questions 1 -10 Evaluation: Qu	nestions 11 -20 Evaluation:					
2.6 - 3.5 – needs improvement 2.6	-2.5 very poor communication 6 - 3.8 – satisfactory 9 - 5 – effective communication					

4) Often

5) Always

1) Never

2) Not Often 3) Sometimes