

SELF-ASSESSMENT: Communication

PART A: CLARIFYING THE SKILL

1. What do you think of when you hear the word communication? Write your ideas below.

2. How do your thoughts above match with the following definition?

Communication is how well you can listen to understand other people and your ability to share your thoughts and ideas. For example, you use your communication skills in everyday conversations, when listening to media, or anytime you speak, listen, and interact with others.

Being a good communicator can be more difficult than it seems. It includes your ability to listen with attention to truly hear what someone is saying, and your ability to speak clearly and get your message across, whether you're speaking to one person or one hundred. It also involves changing your communication style to fit the situation you're in. How you talk to a close friend may be different than how you would talk to someone you just met at work. Excellent communicators 'read' people and the situation and adjust their approach.

You can watch a video to learn more about this skill before you start.
canada.ca/en/services/jobs/training/initiatives/skills-success/video.html#h2.o2

PART B: SELF-REFLECTION

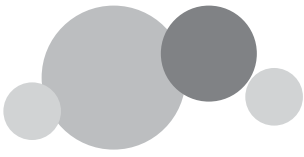
The self-assessment checklist on the next page is based on a national skills framework that uses the definition you read above. It will give you an opportunity to think about the strengths you have already developed that show your ability listen and share your thoughts, and areas where you may want to build some skills.

Read each statement in bold and put a check mark in the column that best describes how well you can do this. Think about all the places in your life where you speak, listen, and interact with others. It may be at home, at work, in school, or in sports or a hobby.

You can also use the ideas underneath each statement to help you reflect on your skills and decide on a response. Highlight or underline things that you feel you are good at.

COMMUNICATION SELF-ASSESSMENT	Yes	Somewhat	Not Really
1. I can listen to others with attention and focus.			
<p>I am able to:</p> <ul style="list-style-type: none"> understand what people mean through their words and through things like tone of voice, facial expressions, and posture. show others I'm listening by holding eye contact, not fidgeting, nodding, etc. ask questions and repeat back main points to make sure I understand. recognize that personal beliefs/judgements may affect how we 'hear' things. 			
2. I can listen to understand and think critically about what I'm hearing.			
<p>I am able to:</p> <ul style="list-style-type: none"> understand why someone is speaking. (e.g. Are they trying to build a relationship? Share information? Sell me something?) decide whether the information I'm hearing is reliable or true. decide whether people's arguments make sense. understand different people's perspectives and positions on something. 			
3. I can speak clearly to others.			
<p>I am able to:</p> <ul style="list-style-type: none"> take part in conversations about issues even when it's a challenge. think about what barriers there might be to having a positive conversation and things that might help it go better. discuss, negotiate, and resolve difficult interactions with people in a way that's sensitive and helpful. 			
4. I can speak with purpose to reach my communication goals.			
<p>I am able to:</p> <ul style="list-style-type: none"> make other people understand what I'm trying to say. speak in a way that matches my purpose. (e.g. Am I trying to share important information in a hurry? Persuade someone to do something or agree with me? Tell an entertaining story?) 			
5. I can make changes based on who's listening and the situation I'm in.			
<p>I am able to:</p> <ul style="list-style-type: none"> recognize that people may have very different needs, preferences, and interests and make changes if needed. (e.g. cultural differences in eye contact, no interest in sports, hearing concerns) understand that different situations will change how I speak. (e.g. talking with friends vs. meeting with your employer) understand and manage the risks or consequences that can happen when communicating. (e.g. damage to a relationship, doing poorly in an interview) 			
6. I can adapt to other people's different communication methods and tools.			
<p>I am able to:</p> <ul style="list-style-type: none"> choose the best content, structure and approach for my audience. (e.g., use a summary of my experience for an interview, make a powerful video to convince the community to take action, or create an organized slide presentation for a meeting) 			

**The Self-assessment Checklists have been adapted from material created by Skills for Success and available on their website. canada.ca/en/services/jobs/training/initiatives/skills-success*



PART C: RECOGNIZING STRENGTHS

Communications Strengths:

Look at the “Yes” answers in PART B, or the statements underneath that you highlighted. Identify your strengths and write some in the space below. *(e.g. I am good at asking questions to make sure I understand.)*

Areas for Growth

Look at the “NO” or ‘Somewhat’ answers in PART B, or the statements underneath that you *didn't* highlight. Identify any areas you might like to strengthen or grow, and write them in the space below. *(e.g. I would like to improve my ability to understand different people's perspectives on things.)*

Paths for Development

Think about the communication skills you would like to build or strengthen. Do you know anyone who is really skilled in those areas? Someone who you admire for their ability to communicate with other people? Write a little about them below.

How do you think you could help grow your own skills in this area? Write some of your ideas below. If helpful, talk to peers, your Facilitator or someone else in the program to get ideas.