

EFFECTIVE COMMUNICATION QUESTIONNAIRE

Instructions: The purpose of this questionnaire is to measure personal characteristics of communication. The questionnaire should be completed by the workshop participant and five other people who are familiar with the participant in a work setting.

For each term listed below, indicate the degree to which you think the term describes you. Please pick one of the following responses to indicate the strength of your opinion. Then give this questionnaire to five other co-workers and allow them to anonymously rate your strength in these same characteristics.

Key: 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

1. Articulate: Communicates effectively with others.
2. Listening: Active empathetic listener.
3. Verbal/Non-verbal: Does not send mixed messages by indicating one thing verbally and another non-verbally.
4. Clear: Communication is easy to understand.
5. Two-way: Encourages feedback and questions to insure mutual understanding.
6. Unity, harmony, resolution: Communicates to strengthen understanding and achieve group goals.
7. Openness: Welcomes conversation concerning group goals and objectives.
8. Concise: Uses appropriate communication vehicles and achieves brevity.
9. Body Language: Movements convey clear messages that reinforce verbal content.
10. Tone: Conveys clear messages through voice inflection.
11. Safe/Open: Keeps communications confidential when requested.
12. Paraphrase: Parrots or repeats comments to insure understanding.
13. Follow-up: Communicates at critical/key points to insure understanding.
14. Intuitive: Understands other person's level of commitment and training to provide appropriate support.

Scoring Interpretation

The score you received on the Effective Communication Questionnaire provides information about how you see yourself and how others see/perceive your communication. The chart allows you to see where your perceptions are the same as those of others and where they differ.

The example attached provides hypothetical ratings for the first three characteristics, which help explain how the questionnaire can be used. For example, on the characteristic Articulate, the person rated himself or herself significantly higher than the observers did. On the second characteristic, listening, the person rated himself or herself substantially lower than the observers. On the third characteristic, Verbal/Nonverbal, the person rated and the observers were quite close to the others' ratings of this characteristic.

Name _____

		Rating Sheet							
		R1	R2	R3	R4	R5	AVE	SELF	DIFF
1.	Articulate								
2.	Listening								
3.	Verbal/Non-verbal								
4.	Clear								
5.	Two-Way								
6.	Unity, Harmony, Resolution								
7.	Openness								
8.	Concise								
9.	Body Language								
10.	Tone								
11.	Safe/Open								
12.	Paraphrase								
13.	Follow-up								
14.	Intuitive								
TOTAL									

There are no best ratings on this questionnaire. The purpose of the instrument is to give you a way to assess your strengths and weaknesses and to evaluate areas where your perceptions are congruent with those of others and where there are discrepancies.

Example Ratings

	RI	R2	R3	R4	R5	AVE	SELF	DIF
1. Articulate	4	3	5	2	5	3.8	5	-1.2
2. Listening	3	5	5	5	4	4.4	3	+1.4
3. Verbal/Non-verbal	4	4	5	4	4	4.2	4	+0.2
4. Clear								
5. Two-Way								
6. Unity, Harmony, Resolution								
7. Openness								
8. Concise								
9. Body Language								
10. Tone								
11. Safe/Open								
12. Paraphrase								
13. Follow-up								
14. Intuitive								
TOTAL								

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