



Upgrading Your Communication Skills

Presented by Robert Crouse Therapy LLC.



Communication Skills Scale Directions

The Communication Skills Scale can help you explore how effective you are when you are interacting with other people. The assessment contains 44 statements. Read each of the statements and decide how much you agree. In each of the choices listed, circle the number of your response on the line to the right of each statement. Do not worry about the numbers yet; just respond whether it is **Very True**, **Somewhat True** or **Not True**.

In the following example, the circled 1 indicates that the statement is not true of the person completing the scale:

	Very True	Somewhat True	Not True
1. I deliver clear messages to other people	3	2	1

This is not a test and there are no wrong answers. Do not spend too much time thinking about your answers. Your initial response will likely be the most true for you. Be sure to respond to every statement.

Communication Skills Scale

	Very True	Somewhat True	Not True
1. I deliver clear messages to other people	1. 3	2	1
2. When a conversation turns to feelings, I often change the subject	2. 1	2	3
3. I am afraid to hurt the feelings of others	3. 1	2	3
4. I am good at reading non-verbal messages	4. 3	2	1
5. I know how to deliver messages that people can understand	5. 3	2	1
6. I do not like to discuss sensitive issues	6. 1	2	3
7. I am not afraid to express a differing opinion	7. 3	2	1
8. I finish other peoples' sentences for them	8. 1	2	3
9. People do not always get what I say to them	9. 1	2	3
10. My emotions generally match my words	10. 3	2	1
11. If I need to, I will stand up for myself	11. 3	2	1
12. I let others speak without interrupting them	12. 3	2	1
13. I am able to express my ideas clearly	13. 3	2	1
14. I have trouble expressing my feelings	14. 1	2	3
15. I am not as assertive as I could be	15. 1	2	3
16. I ask questions when I do not understand	16. 3	2	1
17. I have difficulty expressing ;my feelings	17. 1	2	3
18. Often, I become angry when talking to others	18. 1	2	3
19. I have trouble asking for what I want	19. 1	2	3
20. I often pretend to listen, even though my mind wanders	20. 1	2	3
21. I check to make sure people understand me	21. 3	2	1
22. I can detect the emotional moods of others	22. 3	2	1

Communication Scale (Continued)

		Very True	Somewhat True	Not True
23. I will express an opinion that is different from the group	23.	3	2	1
24. I rarely jump to conclusions	24.	3	2	1
25. I use "I" statements to deliver criticism to others	25.	3	2	1
26. I get upset if others disagree with me	26.	1	2	3
27. I do not like to anger others	27.	1	2	3
28. I have trouble reading between the lines	28.	1	2	3
29. I will ask for feedback about the messages I communicate	29.	3	2	1
30. I often raise my voice, even though I am not aware of it at the time	30.	1	2	3
31. I rarely ask questions so I will not look unintelligent	31.	1	2	3
32. I always try to put myself in the speaker's shoes	32.	3	2	1
33. I communicate nonverbally to match what I am saying	33.	3	2	1
34. I try to avoid emotional situations	34.	1	2	3
35. I am not hesitant to tell others how I feel	35.	3	2	1
36. I get distracted easily	36.	1	2	3
37. I often have to repeat what I say	37.	1	2	3
38. I often change the subject when discussing touchy topics	38.	1	2	3
39. I will not admit I am angry with someone	39.	1	2	3
40. I am thinking about what I will say while people are talking to me	40.	1	2	3
41. I only speak for myself, not everybody	41.	3	2	1
42. I can solve problems without getting emotional	42.	3	2	1
43. I cannot express my opinions if others do not share them	43.	1	2	3
44. I listen to bits and pieces of most conversations	44.	1	2	3

Communication Skills Scale Scoring Directions

The Communication Skills Scale is designed to measure how well you are able to communicate with other people. Four important aspects of communication effectively are:

- Sending accurate messages
- Controlling and discussing emotions
- Being assertive when you need to and
- Listening actively to what others are saying

These make up the four scales on the assessment. Scales are used to group items and help scoring the assessment. Look at each question you just answered.

Use the spaces below to record the number that you circled on each individual item of the assessment.

Then, calculate the totals for each of the columns (scales) and put that total underneath each column.

Scale I	Scale II	Scale III	Scale IV
1. _____	2. _____	3. _____	4. _____
5. _____	6. _____	7. _____	8. _____
9. _____	10. _____	11. _____	12. _____
13. _____	14. _____	15. _____	16. _____
17. _____	18. _____	19. _____	20. _____
21. _____	22. _____	23. _____	24. _____
25. _____	26. _____	27. _____	28. _____
29. _____	30. _____	31. _____	32. _____
33. _____	34. _____	35. _____	36. _____
37. _____	38. _____	39. _____	40. _____
41. _____	42. _____	43. _____	44. _____
I. Total	II. Total	III. Total	IV. Total
_____	_____	_____	_____
Messages	Emotions	Assertiveness	Listening

Profile Interpretation

Communication is the essence of social interaction and often determines how successful you are in life and your career. Effective communication affects the impression you make on other people, the level of your self-esteem, your ability to manage situations and how you adjust socially in life. This assessment helps you explore how effective you are in four critical components of effective communication. Look at the profile interpretation materials below.

Individual Scale Score	Total Score All 4 Scales	Results	Indications
11-18	44-73	Low	You do not, at this point in time, have very effective communication skills. Think of different ways that you can develop and use communication skills more effectively.
19-25	74-102	Moderate	You have pretty good communication skills, but you could use some improvement. Think of ways to incorporate more effective communication skills into your conversation with other people.
26-33	103-132	High	You use effective communication skills a great deal of the time. Continue to use these effective communication skills when speaking with other people and continue to develop new ways of communication.

Regardless of your score on the Communications Skills Scale, low, moderate or high, you will benefit from continuing to improve your communication skills completing exercises in this workshop.