



Providing Management Skills Training

## Interpersonal Communication Skills Self-Assessment

### Instructions:

For each question, select the response that best describes how you typically behave in professional or personal communication scenarios. Write your letter response for each numbered question on a separate piece of paper or device. You will need these results to calculate your score.

### Self-Assessment Statements

#### Verbal Communication and Clarity

- 1. How do you usually communicate your ideas to others?**
  - A. I express myself clearly and ensure everyone understands.
  - B. I provide basic details and hope the message is understood.
  - C. I tend to give too much information, making it hard for others to follow.
  - D. I struggle to convey my ideas clearly and concisely.
- 2. When you speak, how do you adjust your tone to the situation?**
  - A. I am aware of how my tone affects the message and adjust accordingly.
  - B. I maintain a neutral tone regardless of the situation.
  - C. I struggle to modulate my tone, which can lead to misunderstandings.
  - D. I often use a tone that unintentionally conveys frustration or impatience.

#### Non-Verbal Communication

- 3. How do you usually use body language when communicating?**
  - A. I use open gestures and maintain appropriate eye contact to show engagement.
  - B. I focus mainly on my words and rarely think about my body language.
  - C. I sometimes use closed body language, such as crossing my arms, without realizing it.
  - D. I am unsure how my body language affects others.
- 4. What does your facial expression typically convey during conversations?**
  - A. I maintain an expressive face that reflects my emotions and interest.
  - B. I try to keep a neutral face to avoid revealing too much.
  - C. My facial expressions can sometimes show emotions that I don't intend to convey.
  - D. I struggle to control my facial expressions, especially under stress.
- 5. How do you use eye contact in conversations?**
  - A. I maintain appropriate eye contact to show I am engaged and confident.
  - B. I sometimes make eye contact but often find it uncomfortable.
  - C. I avoid eye contact when I feel uncertain or anxious.
  - D. I rarely use eye contact, which can make me seem disconnected.

## Active Listening

6. **How do you demonstrate that you are actively listening during conversations?**
  - A. I nod, paraphrase, and ask questions to show I am paying attention.
  - B. I listen but don't always provide verbal or non-verbal feedback.
  - C. I tend to drift off during long conversations and may miss key points.
  - D. I rarely respond while others are speaking and often forget what was said.
7. **How do you respond when someone shares a concern or problem?**
  - A. I listen carefully, express empathy, and offer appropriate support.
  - B. I listen but tend to focus more on solving the problem than on their emotions.
  - C. I may interrupt to provide my opinion before they finish sharing.
  - D. I avoid emotional conversations and prefer not to get involved.
8. **How do you clarify your understanding of what someone has said?**
  - A. I paraphrase and ask follow-up questions to ensure I understand.
  - B. I assume I understand unless the person asks for clarification.
  - C. I rarely ask questions and may misinterpret what was said.
  - D. I often misunderstand or forget what was said soon after the conversation.

## Emotional Intelligence

9. **How do you regulate your emotions during tense conversations?**
  - A. I stay calm and use techniques to manage my emotions.
  - B. I focus on solving the issue and try to suppress my emotions.
  - C. I feel my emotions rise but try to remain composed.
  - D. I often struggle to control my emotions, which affects my communication.
10. **How do you respond when someone expresses strong emotions (e.g., anger, sadness)?**
  - A. I listen carefully and validate their emotions.
  - B. I acknowledge their feelings but focus on resolving the issue.
  - C. I find it difficult to respond and often feel awkward in emotional situations.
  - D. I avoid these conversations, as they make me uncomfortable.

## Conflict Resolution

11. **How do you handle disagreements in a team setting?**
  - A. I actively listen to all perspectives and work toward a collaborative solution.
  - B. I focus on the task and try to minimize emotional involvement in conflicts.
  - C. I try to avoid conflict whenever possible, hoping it will resolve on its own.
  - D. I disengage or withdraw when disagreements become too tense.
12. **How do you handle criticism from others?**
  - A. I welcome criticism as an opportunity to learn and grow.
  - B. I listen to criticism but may struggle to implement it.
  - C. I feel defensive when criticized but try to remain professional.
  - D. I avoid criticism and may react negatively to it.

## Feedback and Influence

13. **How do you deliver constructive feedback to colleagues or team members?**
  - A. I provide specific examples and offer solutions while being mindful of their emotions.
  - B. I focus on giving practical suggestions but may overlook the emotional impact.
  - C. I struggle to deliver constructive feedback and may avoid it altogether.
  - D. I avoid giving feedback to avoid conflict.

14. **How do you respond when your feedback is not well received?**
- A. I try to understand their perspective and adjust my approach accordingly.
  - B. I explain my feedback again to clarify its importance.
  - C. I feel frustrated when my feedback isn't accepted and may disengage.
  - D. I avoid discussing feedback further if it's met with resistance.

### **Empathy and Emotional Engagement**

15. **How do you handle discussions about sensitive topics?**
- A. I approach these conversations with empathy and make sure to be thoughtful and respectful.
  - B. I focus on keeping the conversation professional and factual.
  - C. I try to avoid sensitive topics to prevent emotional discomfort.
  - D. I steer clear of sensitive conversations altogether.
16. **How do you emotionally support team members or colleagues?**
- A. I listen to their concerns, offer support, and validate their emotions.
  - B. I offer practical solutions but may not engage deeply with their emotions.
  - C. I acknowledge their feelings but stay focused on the tasks at hand.
  - D. I avoid getting involved in others' emotional concerns.

### **Adaptability and Flexibility**

17. **How do you adjust your communication style for different audiences (e.g., managers, peers, subordinates)?**
- A. I tailor my message and approach based on who I'm speaking with.
  - B. I adjust somewhat but generally communicate in the same way with everyone.
  - C. I find it difficult to change my communication style depending on the audience.
  - D. I communicate the same way with all groups, regardless of their role.
18. **How do you adapt your communication style in virtual settings?**
- A. I use clear language and non-verbal cues (e.g., tone, facial expressions) to engage others.
  - B. I maintain my communication style but find it harder to engage virtually.
  - C. I struggle with virtual communication and find it harder to convey my message.
  - D. I avoid relying on virtual communication, as it feels less effective.

### **Motivation and Attitude**

19. **How do you maintain motivation when dealing with communication challenges at work?**
- A. I stay focused on the bigger picture and remind myself of the value of my work.
  - B. I break the challenge down into smaller goals to stay motivated.
  - C. I feel discouraged but push through regardless.
  - D. I struggle to stay motivated and often feel disconnected.

### **Stress Management**

20. **How do you manage stress when communicating under pressure?**
- A. I use stress management techniques and keep my communication calm and clear.
  - B. I stay focused on the task and suppress stress until it passes.
  - C. I find it difficult to manage stress, which affects my communication.
  - D. I feel overwhelmed by stress and struggle to communicate effectively.
21. **How do you typically handle stressful or high-stakes conversations?**
- A. I prepare thoroughly, stay calm, and regulate my emotions.
  - B. I focus on getting through the conversation as quickly as possible.
  - C. I feel anxious and may struggle to communicate clearly under pressure.
  - D. I avoid these conversations whenever possible.

## Collaboration and Teamwork

22. **How do you contribute to team collaboration during group discussions?**
- A. I share my ideas openly and encourage others to do the same.
  - B. I share my input but prefer to keep discussions short and efficient.
  - C. I only contribute when asked and avoid being too vocal.
  - D. I prefer to work independently and avoid group discussions.
23. **How do you support team members when they are struggling with a task?**
- A. I offer emotional support and practical advice to help them overcome the challenge.
  - B. I offer solutions but focus more on the task than their emotions.
  - C. I acknowledge their struggles but try not to get too involved.
  - D. I prefer to let them handle their own issues without my involvement.

## Persuasion and Influence

24. **How do you use storytelling or examples to influence and inspire others?**
- A. I use personal stories or relevant examples to illustrate my points and inspire action.
  - B. I focus on facts and logic to persuade others, avoiding storytelling.
  - C. I rarely use stories or examples, as I'm unsure how to integrate them effectively.
  - D. I avoid persuasion and prefer to let others make decisions independently.
25. **How do you handle situations where you need to convince someone of your point of view?**
- A. I present my argument logically, use clear examples, and listen to their perspective.
  - B. I present my argument and expect the other person to understand my point.
  - C. I may get frustrated if the other person doesn't agree with me.
  - D. I avoid convincing others and let them come to their own conclusions.

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## Scoring and Interpretation:

### Option A Responses:

Indicate strong interpersonal communication skills, emotional intelligence, and adaptability. You likely excel in both personal and professional relationships, creating trust and understanding.

### Option B Responses:

Reflect a professional approach with some focus on problem-solving but suggest that deeper emotional engagement or adaptability might be needed.

### Option C Responses:

Highlight areas where emotional resilience, non-verbal communication, or feedback might need improvement. Focus on increasing self-awareness and emotional intelligence.

### Option D Responses:

Determine challenges with emotional regulation, conflict resolution, and engagement. Consider focusing on emotional intelligence development, stress management, and conflict resolution strategies.

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### **Action Plan:**

- **Identify Areas for Improvement:** Reflect on questions where you rated yourself lower. What specific challenges do you face in those areas, and how can you begin addressing them?
- **Set Learning Goals:** Develop 2-3 goals for improving interpersonal communication, active listening, and non-verbal awareness.
- **Seek Resources:** Consider coaching, workshops, or reading materials (e.g., *Emotional Intelligence* by Daniel Goleman, *Crucial Conversations* by Patterson et al.) to help in areas of improvement.
- **Regular Reflection:** Use this assessment regularly to track growth and adjust goals as needed.

### **Disclaimer**

The content and results provided by this Self-Assessment are intended for informational and educational purposes only. They are designed to offer insights and recommendations to help you understand and improve your emotional intelligence.

Please be aware that the information presented is not a substitute for professional legal, medical, or psychological advice. The results of this assessment should not be interpreted as definitive or diagnostic. Always seek the advice of qualified professionals with any questions or concerns you may have regarding your emotional health, psychological well-being, or any other personal matters.

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