

UNIT 6: PEOPLE RELATIONSHIPS

THE FIVE GUIDELINES OF COMMUNICATION 2

How well did you do using the communication guidelines below?
Circle a number to rate how well you practiced each skill on a scale of 1 to 10, with 1 being poor and 10 being excellent.



1	2	3	4	5	6	7	8	9	10
Poor	Below Average		Average			Good		Excellent	
Mostly, I don't talk or listen. When I do, I don't do them very well.	I want to have good conversations. If only I paid more attention and tried harder.		I'm getting a C in communications skills. No major awards for me.			I like talking and listening to people and I think they like talking to me.		It's always great talking to people. When I really listen I learn a lot.	

1. Get clear on what you wish to say.

1 2 3 4 5 6 7 8 9 10

2. Listen to people and understand what they say.

1 2 3 4 5 6 7 8 9 10

3. Be emotionally neutral, nonjudgmental.

1 2 3 4 5 6 7 8 9 10

4. Pay attention and don't interrupt.

1 2 3 4 5 6 7 8 9 10

5. Confirm understanding.

1 2 3 4 5 6 7 8 9 10