

COMMUNICATION EFFECTIVENESS QUESTIONNAIRE

1. I maintain good eye contact and give people my full attention

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

2. I smile warmly at people when they appear to want to talk to me

Rarely	Occasionally	Sometimes	Frequently	Always
			✓	

3. I let people finish what they are saying without interrupting

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

4. I show genuine interest when people are talking to me

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

5. I encourage people to speak their minds openly and share concerns

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

6. I appear in the right frame of mind for all important discussions

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

7. My body language is conducive to attentive listening

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

8. I listen enthusiastically and positively

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

9. I do not trivialise the ideas or views expressed by other people

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

10. I am calm and patient in conversation and discussion

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

11. I am well prepared for meetings

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

12. I avoid making the other person feel as if they are being interrogated

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

13. I communicate feelings as well as ideas and facts

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

14. I speak up when I am confused or unsure

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

15. I summarise what I have heard to make sure I have understood clearly

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

16. I give people time, attention and encouragement so they can get the message across

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

17. I communicate clearly when giving information and instruction

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

18. I openly demonstrate that I appreciate feedback from other people

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

19. I do not insult or demean the other party when offering critical comments

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

20. I am able to get complicated ideas across clearly

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

21. I deliver my communication at a pace and way that is comfortable for others

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

22. I demonstrate that I am helpful and genuine in conversations

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

23. My written communications are clear and concise

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

24. I keep everyone informed where appropriate

Rarely	Occasionally	Sometimes	Frequently	Always
				✓

Please provide any further details on what I do well:

You understand the broader issues of the business allowing colleagues to develop and expand problems, solutions and ideas with you.

Please provide any further details on what I could do better:

We should all aspire to be better but here I am pleased that I cannot assist you.

Thank you for your time

N. Phelan

