

Interpersonal Communication Skills Inventory

SECTION A- Sending Clear Messages	USUALLY	SOMETIMES	SELDOM
1. Is it difficult for you to talk to other people?			
2. When you are trying to explain something, do others tend to put words in your mouth, or finish your sentences for you?			
3. In conversation, do your words usually come out the way you would like?			
4. Do you find it difficult to express your ideas when they differ from the ideas of people around you?			
5. Do you assume that the other person knows what you are trying to say, and leave it to him/her to ask you questions?			
6. Do others seem interested and attentive when you are talking to them?			
7. When speaking, is it easy for you to recognize how others are reacting to what you are saying?			
8. Do you ask the other person to tell you how she/he feels about the point you are trying to make?			
9. Are you aware of how your tone of voice may affect others?			
10. In conversation, do you look to talk about things of interest to both you and the other person?			

SCORE: SECTION A TOTAL _____

SECTION B- Listening	USUALLY	SOMETIMES	SELDOM
11. In conversation, do you tend to do more talking than the other person does?			
12. In conversation, do you ask the other person questions when you don't understand what they have said?			
13. In conversation, do you often try to figure out			

what the other person is going to say before they have finished talking?

14. Do you find yourself not paying attention while in conversation with others?

15. In conversation, can you easily tell the difference between what the person is saying and how he/she may be feeling?

16. After the other person is done speaking, do you clarify what you heard them say before you offer a response?

17. In conversation, do you tend to finish sentences or supply words for the other person?

18. In conversation, do you find yourself paying most attention to details and frequently missing the speaker's emotional tone?

19. In conversation, do you let the other person finish talking before reacting to what she/he says?

20. Is it difficult for you to see things from the other person's point of view?

SCORE: SECTION B TOTAL _____

SECTION C- Giving and getting feedback	USUALLY	SOMETIMES	SELDOM
21. Is it difficult to hear or accept constructive criticism from the other person?			
22. Do you refrain from saying something that you think will upset someone or make matters worse?			
23. When someone hurts your feelings, do you discuss this with him/her?			
24. In conversation, do you try to put yourself in the other person's shoes?			
25. Do you become uneasy when someone pays you a compliment?			
26. Do you find it difficult to disagree with others because you are afraid they will get angry?			
27. Do you find it difficult to compliment or praise others?			
28. Do others remark that you always seem to think you are right?			
29. Do you find that others seem to get defensive when you disagree with their point of view?			

30. Do you help others to understand you by saying how you feel?

SCORE: SECTION C TOTAL _____

SECTION D- Handling Emotional Interactions	USUALLY	SOMETIMES	SELDOM
31. Do you have a tendency to change the subject when the other person's feelings enter into the discussion?			
32. Does it upset you a great deal when someone disagrees with you?			
33. Do you find it difficult to think clearly when you are angry with someone?			
34. When a problem arises between you and another person, can you discuss it without getting angry?			
35. Are you satisfied with the way you handle differences with others?			
36. Do you sulk for a long time when someone upsets you?			
37. Do you apologize to someone whose feelings you may have hurt?			
38. Do you admit that you are wrong when you know that you are/were wrong about something?			
39. Do you avoid or change the topic if someone is expressing his or her feelings in a conversation?			
40. When someone becomes upset, do you find it difficult to continue the conversation?			

SCORE: SECTION D TOTAL _____

Interpersonal Communication

Inventory Scoring Key

Instructions: Go back and look over your responses to each question. In front of each question, write the appropriate score using the table below.

For example, if you answered "No" to Question 1, you would get 3 points. Write the number 3 in front of Question 1 on the inventory. Proceed to score all other questions.

Each section contains 10 questions. After scoring all questions, go back to Section A. Total the score of Section A and put that number on the line "Score Section A Total." Proceed to total all scores for all other sections.

SCORING KEY

Question	Usually	Sometimes	Seldom	Question	Usually	Sometimes	Seldom
1	0	1	3	21	0	1	3
2	0	1	3	22	3	1	0
3	3	1	0	23	3	1	0
4	0	1	3	24	3	1	0
5	0	1	3	25	0	1	3
6	3	1	0	26	0	1	3
7	3	1	0	27	0	1	3
8	3	1	0	28	0	1	3
9	3	1	0	29	0	1	3
10	3	1	0	30	3	1	0
11	0	1	3	31	0	1	3
12	3	1	0	32	0	1	3
13	0	1	3	33	0	1	3
14	0	1	3	34	3	1	0
15	3	1	0	35	3	1	0
16	3	1	0	36	0	1	3
17	0	1	3	37	3	1	0
18	0	1	3	38	3	1	0
19	3	1	0	39	0	1	3
20	0	1	3	40	0	1	3

Interpersonal Communication Profile

Interpretation: Look at your score for each section as one indication of the degree to which you effectively communicate. Plot your scores on the table below using an "X" for each section score. Draw a line to connect them column to column. This will create a profile of your strengths and opportunities for improvement.

- Scores in the 1 > 15 range indicate areas of your communication skills that need improvement.
- Scores in the 16 > 21 range indicate areas of communication skills that need more consistent attention.
- Scores in the 22 > 30 range indicate areas of strength or potential strength.

Area (s) of Strength: _____

Area (s) of Improvement: _____

Sending Clear Messages	Listening	Giving and Getting Feedback	Handling Emotional Interactions
30	30	30	30
29	29	29	29
28	28	28	28
27	27	27	27
26	26	26	26
25	25	25	25
24	24	24	24
23	23	23	23
22	22	22	22
21	21	21	21
20	20	20	20
19	19	19	19
18	18	18	18
17	17	17	17
16	16	16	16
15	15	15	15
14	14	14	14

13	13	13	13
12	12	12	12
11	11	11	11
10	10	10	10
9	9	9	9
8	8	8	8
7	7	7	7
6	6	6	6
5	5	5	5
4	4	4	4
3	3	3	3
2	2	2	2
1	1	1	1

**Source: Connecticut WIC Program Customer Service Training Module One Workbook
(Developed by Learning Dynamics 2003) p. 5-10**