



Module 3: Communication and online communication

TEST

The purpose of this questionnaire is to encourage you to reflect on your own communication competences. The questionnaire tests your face-to-face as well as on-line communication skills.

Give the highest score to the statements that apply to you and the lowest to those that do not apply to you at all.

1- this statement does not apply to me at all

2 or 3 - this statement applies to me in some situations

4 or 5 - this statement applies to me

6 - this statement applies to me perfectly

Enter points in the column to the left of the statements.

POINTS	Number	Statement
	1	I listen carefully to the interlocutor
	2	I try to understand what the other person is saying
	3	I try to notice the feelings of the interlocutor and my own
	4	I ask questions when I want to know more than I hear or to ask if what I hear is consistent with what my interlocutor communicates
	5	I do not interrupt my interlocutor



	6	I avoid reading my interlocutor's mind
	7	I don't finish a sentence for my interlocutor
	8	I ask for a confirmation whether the interlocutor agrees with me or not.
	9	I do not end the conversation with generalisations; I'll see, I'll try
	10	I pay attention to the answer: yes, but ... this is not a confirmation of successful communication.
	11	I react to manipulations conducted by my interlocutor
	12	I communicate directly if I hear that the interlocutor is hiding their true intentions
	13	I focus on the main topic of the conversation
	14	I don't get drawn into digressions that distract from the main topic
	15	I'm trying to get one thing done at a time
	16	I ask open questions
	17	I talk about myself, about my feelings and my perspective
	18	I use messages: I, I want, I need instead of: Because you...



	19	I make my requests clear, justifying my needs
	20	I am ready to listen to the interlocutor
	21	When negotiating, I take the other side into consideration
	22	When looking for a compromise, I ask questions: how do you see it, what would you do, what solutions do you see
	23	I don't give advice unless someone asks for it
	24	I can use digital communication tools fluently
	25	I can share content using digital tools
	26	I can connect and collaborate with others using online tools
	27	I can communicate fluently in a foreign language
	28	I know and apply the rules of netiquette
	29	I manage my digital identity securely
	30	I create process and present content on the web

Now go through your answers again and pay attention to the ones you scored the highest. Choose THREE of them that best describe your communication competences and add 4 more points to the points awarded to them.



Score board:

A: assertiveness

E: empathy

N: network communication

AL: active listening

EC: effective communication and conflict resolution

A	E	EC	N	AL
9	2	15	24	1
10	3	16	25	4
11	7	19	26	5
12	17	21	28	6
14	20	21	29	8
18	23	27	30	13

Scale of skills in individual competencies:

0-12 points - low

13-18 points- average

19-32 points - good

33- 36 points - high