Communication Target Skills

The following are communication skills that an individual may need in the workplace. Keep these in mind as you attempt to get a picture of your individual's communication style.

Conversation Skills

|  |  |  |
| --- | --- | --- |
|  | Skill | Description of Communication |
| 1 | Selecting appropriate topics of conversation |  |
| 2 | Initiating conversation |  |
| 3 | Greetings |  |
| 4 | Ending Conversations |  |

Comfort with Audience

|  |  |  |
| --- | --- | --- |
|  | Skill | Description of Communication |
| 1 | Comfort speaking with boss |  |
| 2 | Comfort speaking with customers |  |
| 3 | Comfort speaking to coworkers |  |
| 4 | Comfort communicating one-on-one |  |
| 5 | Comfort communicating in groups |  |

Style of Response

|  |  |  |
| --- | --- | --- |
| 1 | Response to positive feedback |  |
| 2 | Response to confusion |  |
| 3 | Response to frustration or challenge |  |
| 4 | Response to choice |  |
| 5 | Response to suggestions |  |
| 6 | Response to criticism |  |
| 7 | Response to conflict |  |
| 8 | Response to questioning (what kinds of questions are preferred) |  |
| 9 | Response to non-preferred tasks (does the individual maintain a positive attitude, efficient work pace, etc) |  |

Modes of Communication

|  |  |  |
| --- | --- | --- |
| 1 | Comfort with English |  |
| 2 | Electronic communication skills (email, phone, text, etc) |  |
| 3 | Augmentative communication devices or skills |  |

Self-advocacy

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| --- | --- | --- |
| 1 | Communicates preferences honestly with trusted support staff (as opposed to remaining passive to appease others) |  |
| 2 | Comfort requesting help (from familiar and unfamiliar people) |  |
| 3 | Seeks help at appropriate times |  |
| 4 | Communicates needs |  |
| 5 | Articulates accommodation needs |  |
| 6 | Articulates and responds to questions regarding accommodations |  |
| 7 | Asks for specific help |  |

Nonverbal Communication

|  |  |  |
| --- | --- | --- |
| 1 | Auditory processing time/wait time |  |
| 2 | Recognition of nonverbal cues |  |
| 3 | Expression of appropriate nonverbal cues |  |
| 4 | Eye contact |  |
| 5 | Volume and rate of communication |  |
| 6 | Tone of communication |  |

Receptive Language

|  |  |  |
| --- | --- | --- |
| 1 | Understanding of abstract language |  |
| 2 | Understanding and expressions of humor |  |
| 3 | Receptive language needs |  |

Comfort with Audience

|  |  |  |
| --- | --- | --- |
| 1 | Comfort communicating one-on-one |  |
| 2 | Comfort communicating in groups |  |
| 3 | Comfort speaking with boss/authority |  |
| 4 | Comfort speaking with co-workers/peers |  |
| 5 | Comfort speaking with customers |  |

Communication Preference Checklist

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| --- | --- |
| When someone enters or exits, the individual announces him/herself |  |
| Conversations should begin by addressing the individual by name |  |
|  |  |