

Communication

Good communication skills include listening carefully, speaking clearly and checking for understanding.

Here are some situations where you may have demonstrated communications skills:

- During face to face, telephone or video conversations
- Listening to and speaking with people who do not have English as their first language
- Presenting ideas in class or another group situation

If you have a different example please write it below:

Good communication skills can help us to achieve the things we want to do more quickly and to a better standard. Use the table below to think about your current communication skills:

	I consistently do this	I sometimes do this	I don't often do this
I listen carefully when people are talking to me			
I ask questions clearly to ensure I understand instructions or information given to me			
I show interest and make good eye contact with people I am talking with			

Can you think of a time when you did not understand a communication, or where someone did not understand you? This might be at school, home or elsewhere. Please write it here:

What do you think the problem was? (Think about how the information was given and received, and whether anyone checked for understanding). Write your thoughts down here:

If you were in a similar situation again what would you change to ensure better understanding? See if you can think of something for each of the points below:

Giving information:

Receiving information:

Checking understanding:

The next time you are communicating in a new or complicated situation think about how you receive and give information and whether you need to check your understanding.