

Communication Skills Checklist

Skills for creating good relationships
<input type="checkbox"/> Be friendly and respectful.
<input type="checkbox"/> Speak in a kind and gentle voice.
<input type="checkbox"/> Explain why you are visiting.
<input type="checkbox"/> Avoid 'judging' words. (Judging words signal that a behaviour is good or bad.)
Skills for listening
<input type="checkbox"/> Never force someone to talk.
<input type="checkbox"/> Keep a relaxed posture (body position)—do not tap your foot, click your pen, or play with objects.
<input type="checkbox"/> Keep an open posture—do not cross your arms. Face the person rather than face away.
<input type="checkbox"/> Keep appropriate eye contact.
<input type="checkbox"/> Do not look at your phone, at the clock or your watch, or around the room while listening.
<input type="checkbox"/> Lean forward to show interest.
<input type="checkbox"/> Nod and say 'mm hmm' to show that you are listening.
<input type="checkbox"/> Notice signs that the person is not feeling comfortable.
<input type="checkbox"/> Listen non-judgementally and put yourself in the other person's shoes.
Skills for giving information
<input type="checkbox"/> Use simple language.
<input type="checkbox"/> Do not scold or criticise.
<input type="checkbox"/> Acknowledge how the person feels, even if you do not agree.
<input type="checkbox"/> Do not give too much information at one time.
<input type="checkbox"/> Make suggestions instead of giving commands.
<input type="checkbox"/> Check for understanding.
Skills for asking questions
<input type="checkbox"/> Ask open-ended questions.
<input type="checkbox"/> Ask important questions in three different ways.
<input type="checkbox"/> Summarise their answer to make sure you have understood it correctly.
Skills for checking understanding
<input type="checkbox"/> Summarise.
<input type="checkbox"/> Reflect what the other person says.
<input type="checkbox"/> Use open-ended questions to ask about what you've just discussed.