

COMMUNICATION: SEND & RECEIVE CLEAR MESSAGES

Grading	Exceptional (4 points)	Competent (3 points)	Needs Improvement (2 points)	Unsatisfactory (1 point)	Score
Sending Clear Messages: The Setup	Always take time to do the set-up. Know right place, right time, right people, ready emotionally & partner clear on purpose.	Mostly take time to do the set-up. Know right place, right time, right people, not always emotionally ready & partner not clear on purpose.	Sometimes take time to do the set-up and know right place, right time, right people, not always emotionally ready & partner not clear on purpose.	Rarely take time to do the set-up; rarely emotionally ready & never get clear with partner on purpose.	
Sending Clear Messages: The Purpose	Always clear on what I want to have happen so that I can communicate what I want/need.	Mostly clear on what I want to have happen so that I can communicate what I want/need.	Sometimes clear on what I want to have happen & sometimes communicate what I want/need.	Rarely clear on what I want to have happen & never really communicate what I want/need.	
Sending Clear Messages: The Images / Ideas / Pics / Feelings	Always clear on the images, feelings, ideas & pictures I am wanting to describe & always check if the listener 'gets' it.	Mostly clear on the images, feelings, ideas & pictures I am wanting to describe & mostly check if the listener 'gets' it.	Sometimes clear on the images, feelings, ideas & pictures I am wanting to describe but don't check if the listener 'gets' it.	Rarely clear on the images, feelings, ideas & pictures I am wanting to describe but I start anyway. Not my responsibility if they are smart enough to 'get' it.	
Sending Clear Messages: The Words	Always choose the words that will convey what I am feeling – I say what I mean & make sure they understand.	Always choose the words that will convey what I am feeling – I say what I mean & make sure they understand.	Sometimes choose the words that will convey what I am feeling – sometimes say what I mean, don't make sure they understand.	Rarely choose the words that will convey what I am feeling. I am not good with words. Don't check if they understand.	
Receiving Clear Messages	Always present with non verbal listening skills; always clarify, paraphrase, summarise & encourage the talker.	Mostly present with non verbal listening skills; mostly clarify, paraphrase, summarise & encourage the talker.	Sometimes present with non verbal listening skills; sometimes clarify, encourage & summarise.	Rarely 'present', rarely clarify, & summarise what was said. Never encourage the talker - just wait my turn to talk.	
Dealing With Conflict	Always use EQ in dealing with conflict: sensitive & aware, polite & respectful, interpret emotions accurately & seek common ground.	Mostly use EQ in dealing with conflict: mostly sensitive & aware, polite & respectful, interpret emotions accurately & mostly seek common ground.	Sometimes use EQ in dealing with conflict: sometimes sensitive & aware, polite & respectful, interpret emotions accurately & sometimes seek common ground.	Rarely use EQ in dealing with conflict: not aware, polite & respectful, can't interpret emotions of others. Don't seek common ground.	

Action Items

Final Score

/24