

## Communication Competence Survey

Instructions: As you answer the following questions, please think about how you communicate with other people in your current work situation. Work quickly and remember your first impression is usually best. Using the following scale, indicate your answer by circling the appropriate number. It will take approximately 3 minutes to complete this questionnaire.

1      2      3              4              5  
 Never   Rarely   Occasionally   Fairly Often   Very Often

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. I find it difficult to use gender-neutral language (e.g., chairperson versus chairman).                                   | 1 | 2 | 3 | 4 | 5 |
| 2. I ask questions to ensure I understand others.  | 1 | 2 | 3 | 4 | 5 |
| 3. In conversations at work I use language that is easy to understand.   | 1 | 2 | 3 | 4 | 5 |
| 4. I avoid using written communication to communicate (e.g., memos, letters).  | 1 | 2 | 3 | 4 | 5 |
| 5. I create an environment that supports team effectiveness.   | 1 | 2 | 3 | 4 | 5 |
| 6. I find it difficult to provide negative critiques of others' ideas.   | 1 | 2 | 3 | 4 | 5 |
| 7. I encourage spontaneous, informal communication at work.  | 1 | 2 | 3 | 4 | 5 |
| 8. I influence organizational performance in a positive way.   | 1 | 2 | 3 | 4 | 5 |
| 9. I allow for two-way conversation at work.   | 1 | 2 | 3 | 4 | 5 |
| 10. I use e-mail appropriately to communicate at work.   | 1 | 2 | 3 | 4 | 5 |
| 11. I employ "Devil's Advocate" communication tactics at work (e.g., arguing the other side).                                | 1 | 2 | 3 | 4 | 5 |
| 12. I use the telephone to communicate effectively at work.  | 1 | 2 | 3 | 4 | 5 |
| 13. I discourage others from giving me critical feedback about work.   | 1 | 2 | 3 | 4 | 5 |
| 14. I freely exchange ideas with others at work.   | 1 | 2 | 3 | 4 | 5 |
| 15. I choose the most appropriate communication mode to communicate at work (e.g., face-to-face, email, telephone, written). | 1 | 2 | 3 | 4 | 5 |
| 16. I avoid verbal confrontation at work.  | 1 | 2 | 3 | 4 | 5 |
| 17. I find it difficult to communicate verbally in formal work situations.   | 1 | 2 | 3 | 4 | 5 |
| 18. I inspire others to commit to the organization's vision.   | 1 | 2 | 3 | 4 | 5 |
| 19. I communicate with others at work.   | 1 | 2 | 3 | 4 | 5 |
| 20. I have trouble listening to what other people say at work.   | 1 | 2 | 3 | 4 | 5 |
| 21. I communicate with others in a timely manner at work.  | 1 | 2 | 3 | 4 | 5 |
| 22. I find it difficult to make persuasive oral presentations at work.   | 1 | 2 | 3 | 4 | 5 |
| 23. I stimulate open and frank discussions at work.  | 1 | 2 | 3 | 4 | 5 |
| 24. I discourage others from asking questions at work.   | 1 | 2 | 3 | 4 | 5 |
| 25. I have trouble discussing my differences with others at work.  | 1 | 2 | 3 | 4 | 5 |
| 26. A smooth flow of communication at work is a priority for me.   | 1 | 2 | 3 | 4 | 5 |