

INSTRUMENT NUMBER 16

Communication skills - Consist of the ability to convey clear and precise information, the ability to understand the statements of others, the ability to listen and communicate with the speaker, have proper presentation and behaviour adapted to the situations and standards.

Examination of organizational skills - part one

Check what kind of speaker and listener you are by answering the questions of the two self-diagnosis tests.

I. Self-diagnosis - Speech skills test

Answer by entering the X in the appropriate field.

Behavior		Never	Seldom	Sometimes	Often	Always
1	I observe the emotions of the person I am talking to.					
2	I control the state of my emotions while talking.					
3	If I talk to someone about something, I know what aim I want to achieve.					
4	It is important to me if I am listened to.					
5	I observe the speaker's body language, facial expressions and gestures.					
6	I speak clearly, understandably and at the right pace.					
7	I speak clearly and briefly without unnecessary digressions.					
8	I use concrete words, avoiding abstract ones.					
9	I pay attention to my body language: gestures, facial expressions, etc.					
10	While speaking, I look at the eyes of the speaker, I observe their reactions.					

Connect each of the marked answer points with a solid line. This will give you a graph of your speaking skills. The more the chart line approaches the right side of the table, the more efficient speaker you are.

I. Self-diagnosis – Listening skills test

Answer by entering the X in the appropriate field.

Behavior	Never	Seldom	Sometimes	Often	Always
1 While listening, I avoid assessing what has been said.					
2 I do not interrupt the person speaking to me.					
3 I do not prejudice myself against the speaker because of their appearance or manner of speaking.					
4 I can hear what has not been said.					
5 I pay attention to the speaker's behavior and body language.					
6 I focus only on listening to the speaker.					
7 I can listen to someone who has difficulties expressing themselves or repeats themselves					
8 As a listener, I use body language: smile, look at eyes, nod.					
9 To see if I understand correctly, I can summarize.					
10 When I do not understand what someone says, I admit it and ask for clarification.					

Connect each of the marked answer points with a solid line. This will give you a graph of your listening skills. The more the chart line approaches the right side of the table, the more efficient listener you are.

PART TWO: expert assessment

Case study – simulation

The second part of the diagnosis is a task in the form of a case study analysis. The adult receives a description of a situation. The task is to analyze the content and answer the questions. At the same time, the investigator observes the behavior of the examinee and records their observations by assessing the level of the competence tested.

Tasks	Activity
Task 1	You are in the office with a friend with whom you carry out an important job at work. It is urgent and important. Your friend has been telling you for 15 minutes about holiday experiences and you want to talk about the task, because in 30 minutes you have a meeting with the boss on this matter. Your friend does not stop and does not let you speak. What will you do to take the initiative in this situation?
Task 2	An upset customer enters the office/store and starts yelling at you. He/she does not allow you to come to the fore - shouting, gesticulating. The customer claims to have been cheated by you and your company. What will you do in this situation?
Task 3	Prepare a brief information about your achievements, skills and experience. Present it in the form of a one-minute speech. You have 15 minutes to prepare for this task.

During the observation, the expert evaluates the individual indicators and then sums up the points.

Indicator	Very weak (1 point)	Good (3 points)	Very good (5 points)
Searches for, and works out an agreement	Does not seek an agreement, can't give in or compromise	Is flexible in conversations and seeks a compromise/solution	Helps others see that proposing certain concessions lead to an agreement
Knowledge and use of negotiation techniques	Uses inadequate or hard negotiation strategies which are inappropriate considering the circumstances	Knows the negotiation strategies and applies them, but does not always do it adequately considering the situation	Effectively applies appropriate negotiation techniques
Effective in solving misunderstandings	Can't achieve the negotiation goal he/she established	In the communication process, can achieve the goal she/he established	Achieves goals so well that is asked to support difficult negotiating situations, used to strengthen mutual relations