Communication skills: evaluation questionnaire 2 (peer appraisal)

Rate the statements below from 1 to 4.

(1=completely disagree; 2=disagree; 3=agree; 4=completely agree).

The statements should be interpreted twice: in column A in relation to the person who passed this to you in their work with customers/participants/their family and column B in relation to their work with colleagues as co-workers.

|  | **A**  **With customers**  **/participants/ their family** | **B**  **With**  **work colleagues** | **Any comments** |
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| 1. Generally he/she make spoken contributions which are brief and clearly expressed. |  |  |  |
| 2. He/she tries to seek information at least as much as they give information. |  |  |  |
| 3. He/she checks understanding whenever they do not fully understand something or feel that others don't. |  |  |  |
| 4. When he/she is communicating they respond to the emotional make up of others and their needs. |  |  |  |
| 5. When others are speaking, he/she tries to be attentive, interested and enthusiastic. |  |  |  |
| 6. He/she summarises regularly, especially during involved conversations. |  |  |  |
| 7. When appropriate, he/she displays positive body language (e.g. smiling, nodding, and leaning forward). |  |  |  |
| 8. They see building strong working relationships as one of their top priorities. |  |  |  |
| 9. Overall, they are an effective communicator. |  |  |  |