



Enhancing the social inclusion  
of low income single parents

# Communication Competence in the Mother Tongue

## Evaluation and monitoring tools

Elaborated by PA Step by Step



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## Evaluation and monitoring tools

The following survey was designed to assess your communication competence. Consider your everyday conversations at school, work, and home when completing the survey. There are no right or wrong answers to the statements. Circle your answer by using the rating scale provided. After evaluating each of the survey statements, complete the scoring guide.

During conversations I often use eye contact	1	2	3	4	5
I often initiate new topics during conversations	1	2	3	4	5
During conversations I do not feel the need to interrupt the person speaking	1	2	3	4	5
I try to regulate the speed of my speech based on the audience	1	2	3	4	5
While speaking I rarely fidget or play with things (e.g., pencil, rings, hair, etc.)	1	2	3	4	5
While speaking I avoid pauses, silences, uses of "uh," and so on	1	2	3	4	5
While speaking I try to exude vocal confidence (not too tense or nervous sounding)	1	2	3	4	5
During conversations I ask follow-up questions	1	2	3	4	5
I try to encourage the people I am speaking with to join in the topic of conversation	1	2	3	4	5
I try to include the use of humour or stories in my conversations	1	2	3	4	5
During conversations I try to not talk too much about myself	1	2	3	4	5
I try to control the volume at which I speak (neither too loud nor too soft)	1	2	3	4	5



## Scoring

Total score:

Comparative Norms:

**Total score of 12–24** = Low communication competence;

**Total score of 25–47** = Medium communication competence;

**Total score of 48–60** = High communication competence.

## Interpreting the Result

If your score is in the low range, this may indicate you have considerable room for improvement in your communication competence. Since the ability to communicate well is fundamental in many business contexts, it would be wise for you to seek to improve in this area. If your score is in the high range, this may indicate you are a fairly effective communicator. Nonetheless, there is every reason to continue to hone your skills.



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