

Communication Checklist

Form groups of 3 or 4. Take roles: 1 Speaker, 1 Listener, and 1 or 2 Observers. For 3-5 minutes, the Speaker tells the Listener a personal story and the Listener uses Active Listening skills to understand the speaker. The Observer(s) watch and check off the items on the lists. Finally, the observer(s) share the observation with the Speaker and Listener.

Observers: _____

People Observed: _____

Speaker

Listener

Speaker

yes no

Listener

yes no

Looked attentively at the other person

Looked attentively at the other person

Spoke clearly

Listened without interrupting

Used appropriate body language (hand gestures, facial expressions)

Used nonverbal encouragements (facial clues, head nodding or shaking)

Used verbal encouragements (uh-huh, yes)

Paraphrased accurately what was said

List any other behaviors that were helpful or not helpful:

List any other behaviors that were helpful or not helpful:

