

Interpersonal Communication Skills Self-Assessment

By National Healthcareer Association

Take time to reflect on your skills. Below, you'll find the interpersonal communication skills that employers believe are most valuable. Rate yourself on your performance of these skills from 1 to 5, with 1 being "needs improvement" and 5 being "always excellent."

This worksheet is for your own use, so be honest with yourself. The best way to improve a skill is recognizing that you have room to grow and then taking action. Keep this self-assessment handy so you can return to it over time to reflect on your progress and make new plans for further improvement.

Active listening

Active listening keeps you engaged in your conversation with a patient through the process of listening attentively, paraphrasing and reflecting back on what is said while withholding judgement and advice.

1 2 3 4 5

Empathy and sensitivity

Empathy is emotionally understanding what another person is experiencing. Sensitivity is being highly aware of the attitudes and feelings of others.

1 2 3 4 5

Tone, pitch, pacing and volume of communication

Paraverbal communication, or how we say something through our tone, pitch, pacing and volume, impacts how patients hear the messages you are trying to convey.

1 2 3 4 5

Non-verbal communication - body language

Facial expressions, body posture, gestures, eye movement, touch and other types of body language can have as much impact as the words you say.

1 2 3 4 5

Cultural competence

Being culturally competent means that you understand that each patient draws conclusions based on their own unique experiences, beliefs, values, background and language.

1 2 3 4 5

Written communication

Written communication involves expressing yourself clearly, using language with proper grammar and precision; in healthcare, note taking, editing and summarizing are critical.

1 2 3 4 5

Motivational interviewing (MI)

MI engages patients through collaborative conversation. Instead of making demands of patients, this person-centered approach addresses ambivalence about change.

1 2 3 4 5

Create an Action Plan



After completing your interpersonal skills self-assessment, follow these steps to plan your goals for performance improvement.

STEP #1

Review your self-assessment and write down any skills you rated a 4 or 5.

My top interpersonal skills are:

STEP #2

Look back at your lower scores (1s, 2s and 3s). Write down what you could be doing better. If you're not sure how to make changes, engage a trusted supervisor or mentor.

In the next 6 months, I'll work to improve:

STEP #3

Based on your scores and your personal goals, where do you think you can make the most progress? Decide which skill will be your main focus and write it down.

Within a year, I will focus on improving the following skill the most: