

# Communication

Clearly and effectively exchange information, ideas, facts, and perspectives with people inside and outside of an organization.

## Sample behaviors

- Understand the importance and demonstrate verbal, written, and non-verbal (body language) communication .
- Use active listening skills, and ask clarifying questions as needed.
- Frame communication with respect to diversity of learning styles, communication abilities, and cultural differences.

## How are your communication skills?

**I feel confident clearly and effectively communicating my ideas, thoughts, and work-related concepts.**

Very confident

Somewhat confident

Not confident yet

**I feel confident clearly presenting in front of small and large groups.**

Very confident

Somewhat confident

Not confident yet

**I feel confident with my written communication skills via email, instant message, and other platforms.**

Very confident

Somewhat confident

Not confident yet

### Very confident

You are confident with verbal and written communication and have strong active listening skills. View the suggestions below to prepare for your next opportunity!

### Somewhat confident

Determine if you want to improve your verbal or written communication skills. Review the ideas below and seek out new opportunities to improve your skills.

### Not confident yet

Review the ideas below and identify opportunities to practice communication in your daily routine. Ask someone you trust for feedback!

## How to improve your communication skills

- Proof-read all emails, messages, reports, and written communication that you share.
- Practice presenting in front of small and large groups of people in your classes.
- Ask a friend, family member, or someone you trust to proof-read your work and provide feedback.
- Practice active listening by asking clarifying questions, summarizing, and communicating respectfully.

## How do you plan to improve your communication skills?