A Diagnostic Tool
for
Identifying Interpersonal Communication Competence
(Verbally and Nonverbal)

Usage: (1) Allow the questions under each major heading to
        guide your ratings.
        (2) 5=superior, 4=above average, 3=average, 2=below
            average, 1=inaequate.

I. The Verbal Dimension—the five components of interpersonal
   competence.

   (A). Descriptiveness—Are the speaker’s expressions concrete,
       specific, and free from an inordinate number of vague,
       abstract and evaluative messages? 1 2 3 4 5

       For example, instead of saying, "Bill you always try to
       control the conversations," a descriptive communicator might
       say, Bill you’ve interrupted Jane three times now."

   (B). Owning Feelings—Does the speaker take responsibility
       for his/her own feelings and thoughts? Owning is the
       antithesis of blaming. 1 2 3 4 5

       For example, someone "owning" might say: I wish you would
       talk more often. While a "non-owner" might say: Why don’t
       you ever talk?

   (C). Self-Disclosure—Does the speaker permit me to know what
       he/she is feeling, thinking, or wishing? The information is
       volunteered if it is unlikely to be found from other
       sources. 1 2 3 4 5

       For example, the manager said, "we need someone who
       understands Brazilian culture firsthand on this project." 
       Then Bill said, "well i’m not sure this will help but i
       lived three years as a teenager."

   (D). Flexibility—Does the person demonstrate the ability to
       relate in new ways when necessary? 1 2 3 4 5

       For example, the manager said, "Bill you don’t need to stay
       late and help are new staff." Then Bill said, "i know but
       if i work a little longer now it may save us a lot of extra
       effort down the road."

   (E). Empathy—Does the speaker demonstrate the ability to
       take the role of another? 1 2 3 4 5

       For example, Jane said, "guess what happen to me today? I
       got fired. In response Alice said, "oh, you must be
       devastated. That happened to me once too."
Verbally this communicator merits a: 1 2 3 4 5

Interpersonal Communication Tool (continued)
(Nonverbal)

II. The Nonverbal Dimension—though difficult to measure a
general perspective is possible via the following elements.

(A). Personal space—Does the person maintain the proper
distance within the communication context? Intimate-6-8
inches; personal-18" to 4 ft.; social 4 to 12 ft.; public-12
to 25 ft. 1 2 3 4 5

(B). Touch—Does the person use touch appropriate for their
cultural background? In the US it is rare for two persons to
touch each other more than three or four times in an hour. 1 2 3 4 5

(C). Movement—Does the person use bodily movement
appropriately for the occasion or use movement that
contradicts verbal statements? While the policeman stroked
his gun he said, "We really care about you around here." 1 2 3 4 5

(D). Dress—Is the person dressed appropriately for the
occasion? (Hamilton p.137) 1 2 3 4 5

The following basic rules are suggested for both men and
women in the typical business environment: dress
conservatively; simple; classic lines; neutral colors (gray,
navy, tan beige, brown); clothes as expensive as you can
afford, natural fabrics (wool, cotton, silk); real leather
shoes, briefcase, and so on; simple hairstyles, very little
jewelry.

(E). Facial expression—Does the communicator use
facial expressions consistent with verbal content? 1 2 3 4 5

(F). Eye contact—Does the communicator make eye contact
that is longer and less frequent? 1 2 3 4 5

(G). Posture—Does the communicator posture him/herself
consistent with accession and verbal content? 1 2 3 4 5

(H). Voice—Are the communicator’s voice qualities used
in a manner that helps identify the meaning of the words
spoken? 1 2 3 4 5

(I). Silence—Are the communicators pauses used with ease?
Does the communicator seem at ease with moments of silence
during the conversation? 1 2 3 4 5

Nonverbal the communicator merits a: 1 2 3 4 5

The communicator as a whole merits a: 1 2 3 4 5