

Communication Skills Worksheet

This worksheet is designed to help you reflect on and practice key elements of effective communication, drawing on principles of social emotional learning. You are encouraged to complete it throughout the workshop.

By completing this worksheet, you can further develop your understanding and application of effective communication principles rooted in social emotional learning. Remember that **communication is a critical skill** and continuous reflection and practice are key to improvement.

Part 1: Effective Verbal Communication

- **Identify three key principles of effective verbal communication.**

1. _____
2. _____
3. _____

- **Describe a time when you communicated effectively verbally.** What principles did you apply? What was the outcome? Use another sheet of paper or the back of this sheet if necessary.

Part 2: Active Empathetic Listening

- What are some characteristics of empathetic listening? List at least three.

1. _____
2. _____
3. _____

- Think about a recent conversation where you actively listened. What specific actions did you take to demonstrate empathetic listening (e.g., maintaining eye contact, nodding, summarizing)? Use another sheet of paper or the back of this sheet if necessary.

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- What is **one tactic you can implement to increase your listening potential?**
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Part 3: Barriers to Communication

- What factors do you believe might be a barrier in your communication with others? List at least two personal barriers and two external barriers.

- Personal Barriers:

- 1. _____

- 2. _____

- External Barriers:

- 1. _____

- 2. _____

- Describe a situation where you experienced a communication barrier. How did it impact the interaction? Use another sheet of paper or the back of this sheet if necessary.

Part 4: Digital Devices and Interpersonal Communication

- Reflect on the impact of digital devices on your interpersonal communication. Provide one example of how a digital device has positively impacted your communication and one example of how it might have hindered it.

- Positive Impact:

- Negative Impact:

- What is one strategy you can use to be more present and engaged in face-to-face interactions despite the prevalence of digital devices?

Part 5: Enhancing Communication and Seeking Feedback

- How can improving your communication skills enhance your **customer service and collaborative interactions**? Provide at least one specific example for each. Use another sheet of paper or the back of this sheet if necessary.

- Customer Service:

- Collaborative Interactions:

- From whom can you get **honest feedback regarding your communication style and potential growth areas**? List at least two sources.

1.

2.

- What is one specific action you will take to seek feedback on your communication in the next week?
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