



Communication Self-Assessment

Directions: After a client encounter, assess your level of agreement with the statements in the table. Your self-assessment is subjective, but it allows you to honestly evaluate your communication with clients. After completing the assessment, think about how you could improve.

	Disagree	Neutral	Agree
I greeted the client with a kind, welcoming attitude.			
I maintained appropriate eye contact while speaking with the client.			
I listened without interrupting.			
I encouraged the client to voice his or her concerns throughout the visit.			
I spoke clearly and at a moderate pace.			
I used non-medical language.			
I asked the client what questions he or she had.			
I used the client's own words.			
I checked that the client understood the information I gave him or her.			

Source: AHRQ Health Literacy Universal Precautions Toolkit Second Edition

What areas can you improve on? What strategies can you use to improve them?
