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.

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

Source: AHRQ Health Literacy Universal Precautions Toolkit Second Edition

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

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