



Activity 4: Interpersonal Skills Self-Assessment

Answer the questions below honestly. Your communication style matters when it comes to the reputation you build at work, and how effective you can be in your customer service skills.

Basic Interpersonal Etiquette

1. **When I first meet someone,**
 - a. I wait for the other person to introduce themselves.
 - b. I introduce myself with a smile and offer a handshake.
 - c. I hug the person.
2. **When I first meet someone,**
 - a. I make an effort to remember and use their name.
 - b. I don't pay attention to names, as I tend to forget them.
 - c. I only learn the names of important people.
3. **When speaking with others,**
 - a. I try to equalize my participation in the conversation.
 - b. I usually do most of the talking.
 - c. I usually let the other person do most of the talking.
4. **In conversations,**
 - a. I frequently use courtesy words and phrases – “thank you, please, sorry.”
 - b. I occasionally use courtesy words and phrases.
 - c. I never use courtesy words and phrases.

Core Communication Style

1. **When starting a conversation, I usually**
 - a. “Warm-up” new conversations with small talk.
 - b. Avoid small talk and jump into more important matters.
 - c. Avoid starting conversations.
2. **When I discuss a topic,**
 - a. I tend to talk about and focus on positive (good) aspects.
 - b. I tend to talk about and focus on the negative (bad) aspects.
 - c. I tend to complain.

3. **While listening,**
 - a. I tend to be distracted by things going on around me.
 - b. I listen for meaning and ask questions.
 - c. I listen intently and I don't ask questions, as it would be impolite.
4. **While conversing**
 - a. I tend to interrupt before the other person is done speaking to show my excitement for the subject.
 - b. I wait until the other person is done speaking before I speak.
 - c. I try to talk as little as possible.
5. **When I disagree with a person,**
 - a. I listen first, ask questions for clarification, then disagree non-judgmentally.
 - b. I quickly point out that they're wrong, and why.
 - c. I say little or nothing.
6. **When I have a negative opinion or comment,**
 - a. I just say it.
 - b. I lead in with a positive comment first.
 - c. I say nothing.
7. **To end a conversation,**
 - a. I often just leave.
 - b. I begin to look impatient, hoping that the person will get the hint.
 - c. I wrap up with a closing statement.

Non-verbal Communication Etiquette

1. **In conversations,**
 - a. I tend to be serious and don't smile often.
 - b. I smile all the time.
 - c. I smile at appropriate times.
2. **While conversing,**
 - a. I make eye contact.
 - b. I sometimes make eye contact.
 - c. I never make eye contact.
3. **While conversing,**
 - a. I hold my head still at all times.
 - b. I nod my head at appropriate times.
 - c. I nod my head constantly.
4. **While conversing,**
 - a. I stand one-foot away from the person.
 - b. I stand two- to three-feet away from the person.
 - c. I stand five- to six-feet away from the person.

5. **When I am listening to the other person,**
 - a. I often cross my arms over my chest.
 - b. I often lean back and turn my body away from the speaker.
 - c. I often lean slightly forward and face my body toward the speaker.
6. **When I'm in a group,**
 - a. I tend to frown a lot.
 - b. I tend to smile and use humor at appropriate times.
 - c. I tend to be serious.

Activity 4: Interpersonal Skills Self-Assessment Answer Key

Basic Interpersonal Etiquette

1. B
2. A
3. A
4. B

Core Communication Style

1. A
2. A
3. B
4. B
5. A
6. B
7. C

Non-verbal Communication Etiquette

1. C
2. B
3. B
4. B
5. C
6. B