



Job Aid - Communication Self-Assessment

Directions: After a WIC participant encounter, rate your level of agreement to the statements in the table. Your self-assessment is subjective, but it allows you to examine your oral communication with a participant honestly. After completing the assessment, think about how you could improve.

	Disagree	Neutral	Agree
I greeted the WIC participant with a kind, welcoming attitude			
I maintained appropriate eye contact while speaking with the participant			
I listened without interrupting			
I encouraged the WIC participant to voice his or her concerns throughout the visit			
I spoke clearly and at a moderate pace			
I used simple words and language			
I limited the discussion to fewer than 5 key points or topics			
I gave specific, concrete explanations and instructions			
I repeated key points			
I used graphics such as a picture, diagram, or model to help explain something to WIC participant (if applicable)			
I asked the participant what questions he or she had			
I checked that the participant understood the information I gave him or her.			

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