

## Communication

**Definition of Communication:** Articulate thoughts and ideas clearly and effectively to others in person and in written communication. Is attentive when others speak, processes information shared, and attends to all available cues.

**Response Options:** Please use the same response options for each of these questions, starting with Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree

**Overarching Question:** After participating in ...I am better equipped to communicate effectively.

**Detailed Questions:** The questions in the table below are separated out by different levels of Bloom's Taxonomy starting with items that are more introductory and moving towards applying ideas or analyzing and synthesizing ideas.

Each item starts the same way: After participating in [event or program here], I am better equipped to...

Know/Comprehend	Apply
<ul style="list-style-type: none"><li>• Recognize individuals have different communication preferences/styles</li><li>• Recognize others non-verbal communication</li><li>• Recognize my own communication preferences/style</li><li>• Be aware of my own non-verbal communication (i.e. eye contact, nodding, posture)</li><li>• Identify active listening techniques</li><li>• Identify multiple communication strategies</li><li>• Identify appropriate method of communication in different contexts</li><li>• Share information/ideas appropriately based on setting</li><li>• Ask for clarification if I'm unsure about information communicated with me</li><li>• Be aware of verbal tone when communicating</li><li>• Use appropriate tone with different audiences</li><li>• Leave space for others to share their perspectives</li><li>• Distinguish between when my idea adds value or has already been shared</li></ul>	<ul style="list-style-type: none"><li>• Organize my ideas through written communication</li><li>• Organize my ideas through oral communication</li><li>• Present information verbally in one-on-one settings</li><li>• Present information verbally in small groups</li><li>• Present information to an audience of my peers</li><li>• Present information to an audience of faculty, staff, and/or community members</li><li>• Present written information clearly and concisely</li><li>• Present oral information clearly and concisely</li><li>• Effectively facilitate group discussions</li><li>• Effectively discuss ideas and opinions with others</li><li>• Share relevant information and facts</li><li>• Adjust my communication style based on context Adjust my communication based on people's verbal and non-verbal communication</li><li>• Listen actively to others</li><li>• Listen to others full thoughts before reacting</li><li>• Paraphrase information communicated with me to convey understanding</li><li>• Use communication to navigate challenging situations (i.e. active listening, non-verbal cues, etc.)</li><li>• Use communication to navigate charged situations</li></ul>

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Rubric	Beginning	Developing	Competent	Advanced
<b>Listening &amp; responding</b>	Does not use active listening techniques or adapt communication to meet individual or group needs.	Needs support and encouragement to engages others, take turns speaking, and listening to others without interrupting Restates what others have already said.	Engages others in ways that facilitate their contributions to discussions by summarizing the views of other team members and/or asking questions for clarification	Engages others in ways that facilitate their contributions to discussions by building upon or synthesizing the contributions of others as well as encouraging others to engage
<b>Communication Verbal</b>	Does not articulate ideas clearly. Delivery detracts from understandability.	Responses and ideas are difficult to follow. Needs support to communicate clearly.	Able to communicate ideas, thoughts, and comments clearly and in a way that others can understand.	Able to easily communicate verbal ideas and can help clarify others verbal ideas.
<b>Communication Non-verbal</b>	Does not recognize own non-verbal communication. Non-verbal cues do not match context.	Beginning to identify own non-verbal communication. Beginning to identify non-verbal communication of others.	Able to communicate through own non-verbal communication. Able to appropriately respond to others non-verbal communication.	Effectively uses and can adjust own non-verbal communication in response to others non-verbal communication.
<b>Content</b>	Does not employ a variety of delivery techniques (text, graphic representation gestures, eye contact, etc.) Unwilling to contribute ideas through writing, speaking, or artistic expression.	Needs support to convey content in an understandable way and through multiple techniques.	Able to communicate content in multiple ways and uses a variety of techniques to help others understand. Contributes ideas through writing, speaking, or artistic expression.	Concise and able to highlight key points while utilizing multiple content sharing strategies. Actively seeks opportunities to contribute through writing, speaking, or artistic expression. Encourages others to do the same.