

Assess Vocal Communication Skills

Often, we are either unaware of our verbal skills or fail to reflect on them.

Use the following worksheet to both self-assess and receive feedback from others regarding key factors in vocal communication (modified from Nelson-Jones, 2005):

Step one: Self-assess your vocal communication

Spend a few minutes thinking about recent conversations or therapy and counseling sessions.

With compassion and self-kindness, reflect on what went well, not so well, and what you would do differently next time:

Vocal communication factor	What went well?	What went less well?	What would you do differently?
Volume			
Articulation			
Pitch			



Vocal communication factor	What went well?	What went less well?	What would you do differently?
Emphasis			
Speech rate			
Use of pauses and silences			
Other			

Step two: Receive assessment on your vocal communication

Ask someone (ideally the other person in the conversation or session described above or a trusted other) to repeat the exercise, with their attention on *your* vocal communication.

Ask them to reflect on what went well, not so well, and what they think you could do differently next time:

Vocal communication factor	What went well?	What went less well?	What would you do differently?
Volume			
Articulation			
Pitch			
Emphasis			

Vocal communication factor	What went well?	What went less well?	What would you do differently?
Speech rate			
Use of pauses and silences			
Other			

Reflect on your own and the other person's feedback. Consider each factor and any suggestions regarding what you could do differently next time.

References

- Nelson-Jones, R. (2005). *Practical counselling and helping skills*. Sage.

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