

## Interpersonal Communication

(a portion modified from AAC&U Interpersonal Competency)

Dimension	1 - Emerging	2 - Developing	3 - Meeting	4 - Exceeding
Accountability	Sees others failing to follow through with responsibilities but only tells other peers.	Sees others failing to follow through with responsibilities but only jokingly addresses behavior	Sees others failing to follow through with responsibilities but only waits until it is necessary to address behavior.	Sees others failing to follow through with responsibilities and addresses peer(s) when behavior occurs
Maintains Positive Relationships	Supports a constructive climate by doing any <b>one</b> of the following: <ul style="list-style-type: none"> <li>• Treats others respectfully by being polite and constructive in communication.</li> <li>• Uses positive vocal or written tone, facial expressions, and/or body language to convey a positive attitude.</li> <li>• Motivates others by expressing confidence in the ability of others to accomplish it.</li> <li>• Provides assistance and/or encouragement to others.</li> <li>• Other not specified</li> </ul>	Supports a constructive climate by doing any <b>two</b> of the following: <ul style="list-style-type: none"> <li>• Treats others respectfully by being polite and constructive in communication.</li> <li>• Uses positive vocal or written tone, facial expressions, and/or body language to convey a positive attitude.</li> <li>• Motivates others by expressing confidence in the ability of others to accomplish it.</li> <li>• Provides assistance and/or encouragement to others.</li> <li>• Other not specified</li> </ul>	Supports a constructive climate by doing any <b>three</b> of the following: <ul style="list-style-type: none"> <li>• Treats others respectfully by being polite and constructive in communication.</li> <li>• Uses positive vocal or written tone, facial expressions, and/or body language to convey a positive attitude.</li> <li>• Motivates others by expressing confidence in the ability of others to accomplish it.</li> <li>• Provides assistance and/or encouragement to others.</li> <li>• Other not specified</li> </ul>	Supports a constructive climate by doing <b>all</b> of the following: <ul style="list-style-type: none"> <li>• Treats others respectfully by being polite and constructive in communication.</li> <li>• Uses positive vocal or written tone, facial expressions, and/or body language to convey a positive attitude.</li> <li>• Motivates others by expressing confidence in the ability of others to accomplish it.</li> <li>• Provides assistance and/or encouragement to others.</li> <li>• Other not specified</li> </ul>
Creating a supportive environment	Initiating gossip and talking negatively about work and/or other co-workers with fellow co-workers.	Partaking in gossip and talking negatively about work and/or other co-workers with fellow co-workers, although not initiating	Refraining from gossip and talking negatively about work and/or other co-workers with fellow co-workers	Actively encouraging co-workers to refrain from gossip and talking negatively about work and/or other co-workers with fellow co-workers
Interacts Effectively with Others	Engages in conversation by taking turns and listening to others without interrupting.	Engages in conversation in ways that builds on others contributions by restating the views of others and/or asking questions for clarification.	Engages in conversation in ways that builds on others contributions by constructively integrating the contributions of others with own ideas.	Engages in conversation in ways that builds on others contributions by constructively integrating the contributions of others with own ideas, as well as noticing when someone is not participating and inviting them to engage.

<p>Communication Skills (verbal/non-verbal/written)</p>	<p>Has a difficult time communicating ideas and feedback to other people. Often does not make eye contact; posture gives the impression of being uncomfortable, and/or lacking confidence. Typos/incorrect information is found in all emails, letters, contracts, etc.</p>	<p>Can relay information to some individuals, but has difficulties communicating effectively with all individuals. Makes occasional eye contact, posture gives impression of being comfortable and/or the appearance of confidence. Some typos/incorrect information is found in emails, letters, contract, etc.</p>	<p>Communicates ideas in a timely manner with little confusion. Makes consistent eye contact; posture gives the impression of being comfortable and confident in the situation. Written information is free of all errors.</p>	<p>Communicates well with everyone around and messages are delivered correctly with no confusion. Makes consistent eye contact, posture is engaging and inviting giving the impression of being comfortable and confident in any situation. Written information is free of all errors and is professionally written.</p>
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Contributes to Area Meetings	Observes passively and says little or nothing.	Participates in discussions, letting others provide the direction	Actively participates in discussion and asks questions	Offers alternative solutions or courses of action that build on the ideas of others.
Responds to Conflict	Identifies conflict but is timid and/or ignores issue(s) all together and redirects focus to other thing. "It's not my problem to fix"	Identifies conflict, but passively address issue(s). Needs assistance to resolve issue. "I see the problem, but I don't want to say anything"	Identifies and acknowledges conflict, working to find a solution but not always addressing it directly. "I understand that we have an issue, but don't feel comfortable going to the person directly. I'll talk to my supervisor instead". Needs little assistance to resolve issues.	Identifies and acknowledges conflict directly and constructively, helping to manage/resolve it in a way that strengthens overall team cohesiveness and future effectiveness. Ability to address conflict with no assistance. "There is an issue and I'm going to talk to the person about it"

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