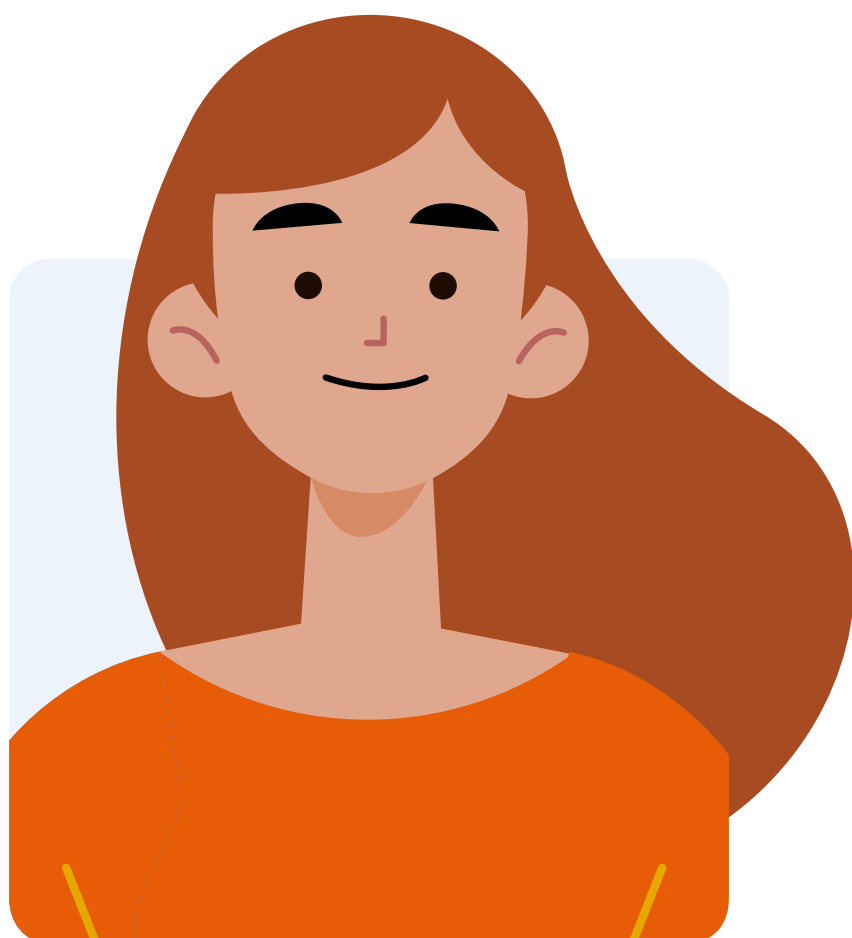


INTERPERSONAL SKILLS SELF-ASSESSMENT



**The Skills You Need Guide
to Interpersonal Skills**

PART 5

INTERPERSONAL SKILLS SELF-ASSESSMENT

Skills You Need

This is one of a series of eBooks
by Skills You Need available for sale at:

www.skillsyouneed.com

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law.

Cover design by Skills You Need; illustrations by Pikisuperstar / Freepik

ISBN: 978-1-911084-27-3

Published by Skills You Need Ltd

© 2020 Skills You Need Ltd

This version was published in July 2020

CONTENTS

INTRODUCTION	4
1 INTERPERSONAL SKILLS SELF-ASSESSMENT: ABOUT YOU	8
LISTENING SKILLS	9
EMOTIONAL INTELLIGENCE	11
VERBAL COMMUNICATION AND EFFECTIVE SPEAKING	13
COMMUNICATING IN GROUPS	15
2 CALCULATING RESULTS	17
LISTENING SKILLS	17
EMOTIONAL INTELLIGENCE	18
VERBAL COMMUNICATION	19
COMMUNICATING IN GROUPS	20
OVERALL SCORE	21
3 FEEDBACK	22
FOR OVERALL SCORES	23
SECTION SCORES:	24
LISTENING SKILLS	24
EMOTIONAL INTELLIGENCE	25
VERBAL COMMUNICATION	26
COMMUNICATION IN GROUPS	27
4 IDENTIFYING AREAS FOR IMPROVEMENT	28
5 RESULTS	29
OVERALL SCORES	30
LISTENING SKILLS	34
EMOTIONAL INTELLIGENCE	36
VERBAL COMMUNICATION	38
WORKING IN GROUPS	40
CONCLUSION	42

INTRODUCTION

Interpersonal skills are fundamental to successful relationships at home, at school, at work and socially. Each and every relationship and interaction that any of us has with another person draws on our interpersonal skills.

Developing good interpersonal skills is therefore vital for all of us. But how do you know which areas need work?

This interpersonal skills self-assessment questionnaire has been designed to help you to understand how well-developed your interpersonal skills are and identify areas that you can practise and improve.

The questionnaire includes sections covering the following areas:

- Listening Skills
- Emotional Intelligence
- Verbal Communication
- Working in Groups and Teams

These four skills areas have been identified by academic studies and researchers as important in interpersonal relationships. The questionnaire itself has been written by Skills You Need, and is designed as a practical aid for individuals, and to point to areas for improvement. It is not for use as a scientific tool, and has not been statistically tested for reliability and validity.

HOW TO USE THIS SELF-ASSESSMENT

The interpersonal skills self-assessment is a type of psychometric test and attempts to measure 'soft skills'. There are no right or wrong answers and therefore scoring can never be absolute. To get accurate feedback, it is important that you answer each question honestly, thinking about your current situation, and not how you wish to be in the future. Think about how you rate your skills and abilities compared to other people around you, such as your family, friends and colleagues.

Allow 10–15 minutes to complete this self-assessment.

Once you have completed the self-assessment, add up your scores for each section using the scoring system provided. Use the feedback section to identify areas for improvement.

We suggest that for each area of the questionnaire, you then write down three things that you plan to do to improve your interpersonal skills. Chapter 4 provides a suitable format for this. You may find our [Interpersonal Skills pages useful](#) [Interpersonal Skills](#) pages useful for helping you to identify suitable goals, and also the page on [Setting Personal Goals](#).

The assessment is also available online here: www.skillsyouneed.com/ipstest

GUIDANCE FOR TUTORS, TEACHERS, AND OTHERS ON USING THIS BOOK WITH GROUPS

This book is a downloadable copy of the Interpersonal Skills Self-Assessment, available online from www.skillsyouneed.com/ipstest.

It can be used with groups, both children and adults, to help them to assess their own interpersonal skills, and identify areas for improvement. We suggest that each person should complete their own self-assessment, without discussion beforehand about the skills. Their responses should be based on their own perceptions of their current position, not how they would like to be in the future.

Although every effort has been made to make this tool as useful as possible to gain an insight into a person's current interpersonal skills, it is possible for participants to 'cheat' by providing answers that they feel are correct even if they do not reflect their actual attitudes or how they behave in a real-world scenario.

If this tool is being used as part of a selection process for employment, then it is highly recommended that candidates also perform some practical exercises to demonstrate their abilities.

PROVIDING FEEDBACK TO PARTICIPANTS

The online version of the interpersonal skills self-assessment provides automated feedback based on the scores of the participants.

Feedback is provided overall, and for each section. The feedback is based on whether scores suggest that the individual's skill level is above average, average or below average in each section.

If you are using this tool in a group situation it is important to think carefully about the wording of the feedback you use, especially if working with children or young adults.

The purpose of the tool is to encourage participants to think about their interpersonal skills and how they may improve them, but not to damage their confidence, because this could have a negative effect.

You may wish to modify the feedback provided to suit your group and your purposes. Skills You Need is happy for you to do that.

If you do, please remove Chapter 3 (Feedback) from the hard copy before giving the form to participants.

Chapter 4 contains a form that you may wish to provide to your group to help them set goals for improvement.

Chapter 5 contains some statistical analysis of responses to the online self-assessment tool, which is additional to any online material.

You may find this section helpful in setting your students' responses in context. For example, younger people tend to have lower scores for all sections. This is because interpersonal skills naturally increase with age, as we become more aware of other people's needs, and also as we gain more experience of life, and practise these skills. This section may therefore be best used as a basis for discussion.

WARNING!

Data used in Chapter 5 (age, gender, country of origin) are self-reported, and we have no way of checking whether the information provided is accurate. The data are therefore not suitable for drawing any strong conclusions for research or other purposes.

1

INTERPERSONAL SKILLS SELF-ASSESSMENT: ABOUT YOU

TODAY'S DATE

NAME

YOUR AGE

MALE OR FEMALE

OTHER INFORMATION FOR SCHOOL OR WORKPLACE

**The full eBook
is available at**

www.skillsyouneed.com