**Church Staff Assessment Of Communication Skills**

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| **Rating** | **Summary statement** |
| Rating 5 Exceptional | Always expresses facts and ideas clearly, in a credible manner. Always uses an appropriate tone. Displays excellent judgment as to what information should be communicated. Listens to others, and elicits feedback. Demonstrates excellent listening skills. Always listens to others and allows them to make their point. Always takes time to demonstrate understanding, and provides constructive feedback. |
| Rating 4  Exceeds Expectations | Usually expresses facts and ideas clearly, in a credible manner. Uses an appropriate tone. Displays very good judgment as to what information should be communicated. Listens to others, and often elicits feedback. Demonstrates excellent listening skills. Always listens to others and allows them to make their point. Always takes time to demonstrate understanding, and provides constructive feedback. |
| Rating 3  Meets Expectations | Able to express facts and ideas clearly, in a credible manner. Usually uses an appropriate tone. Displays good judgment as to what information should be communicated. Listens to others, but does not always elicit feedback. |
| Rating 2  Needs Improvement | Rarely able to express facts and ideas clearly, in a credible manner. Does not always use an appropriate tone. Has difficulty judging what information should be communicated. Does not always listen to others. Rarely elicits feedback. Must take time to demonstrate understanding and provide constructive feedback. |
| Rating 1  Below Expectations | Unable to express facts and ideas clearly. This limits credibility. Often uses an inappropriate tone. Exercises poor judgment in determining information to share with others. Unwilling to listen to others or accept feedback. Often provides negative feedback |