

CHECKLIST FOR ASSESSING COMMUNICATION SKILLS AT THE PRACTICE

Check the corresponding box (yes or no).

| Initiating the interview | YES | NO |
|--|-----|----|
| 1. I greet the client (obtain name, shake hands) | | |
| 2. I introduce myself and clarify role | | |
| 3. I demonstrate interest, respect for client/patient | | |
| 4. I identify the client's agenda (e.g., reason for the consultation) | | |
| 5. I do not interrupt client; allow appropriate time for client to complete opening statement | | |
| 6. I clearly state my own agenda | | |
| 7. I screen for other issues (e.g., "is there anything else you'd like to discuss today?") | | |
| Gathering information skills | YES | NO |
| 8. I encourage client to tell story (open-ended questions, minimum of two) | | |
| 9. I listen attentively (do not interrupt, leave space for client to think before answering) | | |
| 10. I facilitate client's responses verbally by using reflective listening (minimum of two) | | |
| 11. I use easily understood questions and comments (avoid jargon, e.g., prognosis, gastrointestinal, anatomical terms) | | |
| 12. I explore client's concerns and beliefs | | |
| Providing structure | YES | NO |
| 13. I summarize at the end of a specific line of inquiry (internal summary) | | |
| 14. I progress using signposts or transitional statements (minimum of two) | | |
| 15. I structure consultation in a logical sequence (e.g., gather bulk of information before proceeding to physical exam) | | |

| Building relationship | YES | NO |
|---|------------|-----------|
| 16. I demonstrate appropriate confidence (no "awesome's", "great's" or "um's") | | |
| 17. I express empathy (minimum of two statements) | | |
| Explanation and planning | YES | NO |
| 18. I avoid giving advice or explaining prematurely | | |
| 19. I assess client's starting point (e.g., what do they know about vaccinations?) | | |
| 20. I give info in manageable chunks | | |
| 21. I check for understanding | | |
| 22. I avoid jargon (e.g., prognosis, gastrointestinal and anatomical terms) | | |
| 23. I organize explanation using signposts and concise and clear sentences | | |
| 24. I relate explanation to client's concerns. (e.g., I know you are concerned about vaccinations, let's talk about that) | | |
| 25. I offer management options and determine client's willingness to adhere | | |
| Closing the session | YES | NO |
| 26. I provide external summary | | |
| 27. I contract with client regarding next steps (e.g., book another appointment) | | |
| 28. I ensure appropriate closure (e.g., check concerns, questions, final check) | | |

Global rating

| Global Score | Poor/unsatisfactory < 9 | Borderline/satisfactory = 10-14 | Satisfactory = 15-19 | Good = 20-24 | Excellent > 25 |
|---------------------|-----------------------------------|--|-----------------------------|-----------------------|--------------------------|
| (Tick One) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |