

Conversational Skills Rating Scale

Adapted from Spitzberg, Brian H. and Thomas W. Adams III.

The National Communication Association Conversational Skills Rating Scale: An Instructional Assessment of Interpersonal Competence.

NCA Diagnostic Series. San Diego: San Diego State University, 1995.

Student Name: _____

Date: _____ Class: _____

[Note: Instructor can evaluate or class members can also evaluate each other in discussions]

- 1 = INADEQUATE use is awkward, disruptive, or results in a negative impression of communication skills
- 2= FAIR occasionally awkward or disruptive, occasionally inadequate
- 3= ADEQUATE sufficient but neither noticeable nor excellent. Produces neither strong nor negative impression
- 4= GOOD use was better than adequate but not outstanding
- 5= EXCELLENT use is smooth, controlled, results in positive impression of communicative skills

Circle the single most accurate response for each behavior:

HOW DID STUDENT SPEAK?

- | | | | | | |
|---|---|---|---|---|--|
| 1 | 2 | 3 | 4 | 5 | Speaking rate (neither too slow nor too fast) |
| 1 | 2 | 3 | 4 | 5 | Speaking fluency (pauses, silences, "uh", etc.) |
| 1 | 2 | 3 | 4 | 5 | Vocal confidence (neither too tense/nervous nor overly confident sounding) |
| 1 | 2 | 3 | 4 | 5 | Articulation (clarity of pronunciation) |
| 1 | 2 | 3 | 4 | 5 | Vocal variety (neither overly monotone nor dramatic voice) |
| 1 | 2 | 3 | 4 | 5 | Volume (neither too loud nor too soft) |
| 1 | 2 | 3 | 4 | 5 | Posture (neither too closed/formal or too open/informal) |
| 1 | 2 | 3 | 4 | 5 | Use of eye contact |

WHAT DID STUDENT SAY?

- | | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | Engagement in conversation (readiness to respond to others) |
| 1 | 2 | 3 | 4 | 5 | Asking of questions (appropriately request clarification) |
| 1 | 2 | 3 | 4 | 5 | Prepared for conversation (able to support statements/opinions in conversation) |
| 1 | 2 | 3 | 4 | 5 | Initiation of new topics |
| 1 | 2 | 3 | 4 | 5 | Maintenance of topics and follow-up comments |
| 1 | 2 | 3 | 4 | 5 | Listens to classmates' thoughts and allows others to speak |
| 1 | 2 | 3 | 4 | 5 | Offered insightful comments that provoked new thoughts from others |

OVERALL RATING

- | | | | | | |
|---|---|---|---|---|--------------------------|
| 1 | 2 | 3 | 4 | 5 | Good conversationalist |
| 1 | 2 | 3 | 4 | 5 | Competent communicator |
| 1 | 2 | 3 | 4 | 5 | Appropriate communicator |
| 1 | 2 | 3 | 4 | 5 | Effective communicator |