

Unit One: Communication (Pre Self-Assessment)

Before taking Unit One, please place a ✓ in the appropriate box.

Topic	What I Know				
	Nothing	Very little	Some	A lot	Unsure
I have a good understanding about the different forms of communication at work, including spoken, unspoken, written, visual, and mass communication, and when to use them.					
When I talk to someone, I can tell from their body language whether they like what they are hearing or not.					
I know how my body language and facial expressions affect my communication with my boss and co-workers, and with customers.					
I know the difference between a high power pose and a low power pose.					
I know the body language signs of someone who is actively listening.					

Topic	What I Know				
	Nothing	Very little	Some	A lot	Unsure
When I am receiving instructions, I know how to listen and ask questions to make sure that I understand the speaker.					
I am confident that I know the difference between communicating with people at work and with friends and family.					
I know how to fill out a time slip.					
I know how to speak to each generation, young or old, at work to show respect and consideration for their values.					
I know how to communicate effectively in many settings, with many groups of people from many backgrounds.					
At work or in a formal setting, and know when to be friendly, firm, helpful, and professional.					
I know how to contact an employer in a timely manner if I cannot make it to work on time or if I need to call in sick.					