Communication skills self assessment

Rate your confidence levels for various RT tasks

First identify your communication confidence for various tasks and then set out a plan to address areas that need development. Using the following self-assessment (adapted from Halkett, McKay & Shaw 2011, p.57), identify areas for improving your communication skills.

How confident are you? Rate your confidence on a scale of 1-10 (with 10 being the most confident)
1. How confident do you currently feel about communicating effectively with patients?
2. How confident are you in your ability to understand and listen to others (e.g. patients) when you meet them for the first time?
3. How confident are you that the patient has listened to you and understood information?
4. How confident do you feel about creating a comfortable setting for the patient prior to treatment?
5. How confident do you feel about detecting patients’ verbal cues while preparing for and administering treatment?
6. How confident do you feel about detecting patients’ non-verbal cues while preparing for and administering treatment?
7. How confident do you feel about assessing how much the patient wants to know about the procedure?
8. How confident do you feel about determining whether the patient is feeling anxious about the procedure?
9. How confident do you feel about checking to see that information was received accurately by the patient?
10. How confident do you feel about responding empathetically to patient’s feelings?
11. How confident do you feel about handling patient’s emotional reactions to what is currently happening?
12. How confident do you feel about determining patients’ health related concerns?
13. How confident do you feel about assessing patients’ physical needs prior to positioning them for treatment?
14. How confident do you feel about avoiding medical jargon while working with patients?
15. How confident do you feel about including the patient’s family/carer in discussions that you are having with the patient?

Note areas of communication you would like to improve in order of priority

Reference

Halkett, G, McKay, J & Shaw T, 2011, 'Improving students' confidence levels in communicating with patients and introducing students to the importance of history taking' Radiography, vol. 17, no.1, pp.55-60.