

Clear Verbal Communication



Did you that know not everyone can follow and easily understand verbal communication?

Take a moment to think about your organization's practices:

- In what ways are you intentional about providing clear messaging in your interactions with clients?
- In what ways do you allow time for clients to process information and ask questions?

Using the following rating scale, please check the ONE response that most accurately describes your organization today:

- A** We are doing this consistently.
- B** We are doing this, but we could make some improvements.
- C** We are not doing this, but we should be.
- N/A** Not applicable.

Clear Verbal Communication	A	B	C	N/A
Facilitating Understanding				
1. We use plain language and the same key words when describing our services whether in speaking with clients, in our written materials, on our social media platforms or on our website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. We have identified the jargon and technical vocabulary terms that are important for clients to know and have developed an easy way to explain these words.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. We keep instructions brief and deliver them in step-by-step sequence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. We are careful not to speak more loudly when it appears that a client does not understand what we have said.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. We are prepared to repeat information if it appears that a client does not understand what we have said.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. We are prepared to use alternate vocabulary if it appears that a client does not understand what we have said.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Clear Verbal Communication	A	B	C	N/A
7. We speak at a normal, unhurried rate and clearly enunciate the words we use when we work with clients for whom English is an additional language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voicemail				
8. Our voicemail or messaging system has a prompt to reach a “real” person in the first menu.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. We follow plain language guidelines when creating the messages for our voicemail system or leaving messages with clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Our voicemail or messaging system is spoken at a normal, unhurried rate given that some clients may speak English as an additional language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conversations				
11. We pause after each key point in a conversation to allow our clients time to process the information and form questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. We allow clients plenty of time to answer questions. We accept silence and do not interrupt the client’s thought processes to ask for a response immediately after a question is asked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Our conversations include open-ended questions, which allow clients time to better express their needs (e.g., “What brings you here today?” or “What else can you tell me about that?”)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. We regularly pause to check for mutual understanding between our clients and ourselves (e.g., through paraphrasing, restating, or asking questions.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. We briefly review all of the information we have given clients at the end of each conversation, paying particular attention to repeating key words and phrases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. We give clients plain language handouts which duplicate the most important verbal information we have discussed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>