

Communication Rubric

Formulate and express ideas, evidence, and one's story using appropriate oral, written, digital, and non-verbal communication skills (to instruct, inform, entertain, and persuade), as well as listening to gain understanding through a variety of mediums.

Interpersonal Communication

- Reinforcement
- Effective Listening
- Questioning
- Reflecting and Clarifying
- Summarizing
- Closing Communication

	Dimensions; Other Rubrics	Beginning 1	Developing 2	Accomplished 3	Exemplary 4	Score
	[Also see comprehensive "Communication" rubrics from other organizations and universities: •Laguardia Community College Written Oral and Digital Communication Abilities Rubric •Rollins College Communication Competency Rubric]					

<p>Interpersonal Communication (IC): Reinforcement</p>	<p>Using encouraging words alongside non-verbal gestures such as head nods, a warm facial expression and maintaining eye contact to reinforce openness in others</p>	<ul style="list-style-type: none"> •Never encourages others to participate in discussion (particularly in group work) •Never signifies interest in what other people have to say •Never develops or maintains relationships •Never allays fears and gives reassurance •Never shows warmth and openness •Never reduces shyness in oneself and others 	<ul style="list-style-type: none"> •Rarely encourages others to participate in discussion (particularly in group work) •Rarely signifies interest in what other people have to say •Rarely develops or maintains relationships •Rarely allays fears and gives reassurance •Rarely shows warmth and openness •Rarely reduces shyness in oneself and others 	<ul style="list-style-type: none"> •Sometimes encourages others to participate in discussion (particularly in group work) •Sometimes signifies interest in what other people have to say •Sometimes develops or maintains relationships •Sometimes allays fears and gives reassurance •Sometimes shows warmth and openness •Sometimes reduces shyness in oneself and others 	<ul style="list-style-type: none"> •Almost always encourages others to participate in discussion (particularly in group work) •Almost always signifies interest in what other people have to say •Almost always develops or maintains relationships •Almost always allays fears and gives reassurance •Almost always shows warmth and openness •Almost always reduces shyness in oneself and others
<p>IC: Effective Listening</p>	<p>Active listening is an important skill and yet, as communicators, people tend to spend far more energy considering what they are going to say rather than listening to what the other person is trying to say</p>	<ul style="list-style-type: none"> •Never arranges an environment conducive to the purpose of the communication •Is never prepared to listen •Never keeps an open mind concentrating on the main direction of the speaker's message •Never avoids distractions •Never delays judgment until one has heard everything •Is never objective •Never avoids thinking about one's next question while another person is giving information 	<ul style="list-style-type: none"> •Rarely arranges an environment conducive to the purpose of the communication •Is rarely prepared to listen •Rarely keeps an open mind concentrating on the main direction of the speaker's message •Rarely avoids distractions •Rarely delays judgment until one has heard everything •Is rarely objective •Rarely avoids thinking about one's next question while another person is giving information 	<ul style="list-style-type: none"> •Sometimes arranges an environment conducive to the purpose of the communication •Is sometimes prepared to listen •Sometimes keeps an open mind concentrating on the main direction of the speaker's message •Sometimes avoids distractions •Sometimes delays judgment until one has heard everything •Is sometimes objective •Sometimes avoids thinking about one's next question while 	<ul style="list-style-type: none"> •Almost always arranges an environment conducive to the purpose of the communication •Is almost always prepared to listen •Almost always keeps an open mind concentrating on the main direction of the speaker's message •Almost always avoids distractions •Almost always delays judgment until one has heard everything •Is almost always objective •Almost always avoids thinking

		<ul style="list-style-type: none"> •Always dwells on one or two points at the expense of others •Never avoids letting prejudices associated with gender, ethnicity, social class, appearance, or dress interfere with what is being said 	<ul style="list-style-type: none"> •Sometimes dwells on one or two points at the expense of others •Rarely avoids letting prejudices associated with gender, ethnicity, social class, appearance, or dress interfere with what is being said 	<ul style="list-style-type: none"> another person is giving information •Rarely dwells on one or two points at the expense of others •Sometimes avoids letting prejudices associated with gender, ethnicity, social class, appearance, or dress interfere with what is being said 	<ul style="list-style-type: none"> about one's next question while another person is giving information •Almost never dwells on one or two points at the expense of others •Almost always avoids letting prejudices associated with gender, ethnicity, social class, appearance, or dress interfere with what is being said
IC: Questioning	Effectively using close ended and open ended questions	<ul style="list-style-type: none"> •Never obtains information from others •Never starts a conversation •Never tests one's understanding of something heard •Never draws someone into a conversation •Never shows interest in a person •Never seeks support or agreement 	<ul style="list-style-type: none"> •Rarely obtains information from others •Rarely starts a conversation •Rarely tests one's understanding of something heard •Rarely draws someone into a conversation •Rarely shows interest in a person •Rarely seeks support or agreement 	<ul style="list-style-type: none"> •Sometimes obtains information from others •Sometimes starts a conversation •Sometimes tests one's understanding of something heard •Sometimes draws someone into a conversation •Sometimes shows interest in a person •Sometimes seeks support or agreement 	<ul style="list-style-type: none"> •Almost always obtains information from others •Almost always starts a conversation •Almost always tests one's understanding of something heard •Almost always draws someone into a conversation •Almost always shows interest in a person •Almost always seeks support or agreement
IC: Reflecting and Clarifying	Paraphrasing the message communicated to you by the speaker in your own words, capturing the essence of the facts and feelings expressed, and communicating your understanding back to the	<ul style="list-style-type: none"> •Never checks that one has understood the message clearly •Never gives feedback as to how the message is received •Never shows interest in, and respect for, what the other person has to say •Never 	<ul style="list-style-type: none"> •Rarely checks that one has understood the message clearly •Rarely gives feedback as to how the message is received •Rarely shows interest in, and respect for, what the other person has to say •Rarely 	<ul style="list-style-type: none"> •Sometimes checks that one has understood the message clearly •Sometimes gives feedback as to how the message is received •Sometimes shows interest in, and respect for, what the other person has to say 	<ul style="list-style-type: none"> •Almost always checks that one has understood the message clearly •Almost always gives feedback as to how the message is received •Almost always shows interest in, and respect for, what the other

	speaker	demonstrates that one is considering the other person's viewpoint	demonstrates that one is considering the other person's viewpoint	•Sometimes demonstrates that one is considering the other person's viewpoint	person has to say •Almost always demonstrates that one is considering the other person's viewpoint
IC: Summarizing		<ul style="list-style-type: none"> •Never gives an overview of the main points or issues raised •Never allows both parties to review and agree about the communication exchanged between them up to that point in time •Never serves as a guide to the next steps forward 	<ul style="list-style-type: none"> •Rarely gives an overview of the main points or issues raised •Rarely allows both parties to review and agree about the communication exchanged between them up to that point in time •Rarely serves as a guide to the next steps forward 	<ul style="list-style-type: none"> •Sometimes gives an overview of the main points or issues raised •Sometimes allows both parties to review and agree about the communication exchanged between them up to that point in time •Sometimes serves as a guide to the next steps forward 	<ul style="list-style-type: none"> •Almost always gives an overview of the main points or issues raised •Almost always allows both parties to review and agree about the communication exchanged between them up to that point in time •Almost always serves as a guide to the next steps forward
IC: Closing Communication		<ul style="list-style-type: none"> •Never uses customary signals to end an interaction •Always abruptly closes an interaction •Never ensures there is time left at the end of an interaction to wrap-up •Never makes future arrangements •Never uses a number of customary parting gestures (e.g., handshake) 	<ul style="list-style-type: none"> •Rarely uses customary signals to end an interaction •Sometimes abruptly closes an interaction •Rarely ensures there is time left at the end of an interaction to wrap-up •Rarely makes future arrangements •Rarely uses a number of customary parting gestures (e.g., handshake) 	<ul style="list-style-type: none"> •Sometimes uses customary signals to end an interaction •Rarely abruptly closes an interaction •Sometimes ensures there is time left at the end of an interaction to wrap-up •Sometimes makes future arrangements •Sometimes uses a number of customary parting gestures (e.g., handshake) 	<ul style="list-style-type: none"> •Almost always uses customary signals to end an interaction •Almost never abruptly closes an interaction •Almost always ensures there is time left at the end of an interaction to wrap-up •Almost always makes future arrangements •Almost always uses a number of customary parting gestures (e.g., handshake)