

Communication Competence Scale

Generally speaking, *communication competence* can be defined as the ability to enact both appropriate and effective messages in any communication setting. Appropriate communication conforms to the expectations and rules of a situation, while effective communication allows parties in an interaction to achieve their goals. Communication competence, then, is a broad construct that refers to the ability to accurately assess situations and other people and respond to them in ways that allow you to get what you want while still complying with social rules and expectations.

The scale here is a diagnostic tool to help you determine your current level of communication competence. Answer the questions as honestly as you can, thinking about what you actually do in most situations you encounter. Once you have completed the instrument, your instructor will help you interpret your score.

Directions

The following are statements about the communication process. Answer each as it relates to what you generally think about concerning social situations. Please indicate the degree to which each statement applies to you by placing the appropriate number (according to the scale below) in the space provided:

- 5 Always true of me
- 4 Often true of me
- 3 Sometimes true of me
- 2 Rarely true of me
- 1 Never true of me

Rating	Statement
_____	1. Before a conversation, I think about what people might be talking about.
_____	2. When I first enter a new situation, I watch who is talking to whom.
_____	3. During a conversation, I am aware of when a topic is going nowhere.
_____	4. After a conversation, I think about what the other person thought of me.
_____	5. Generally, I think about how others might interpret what I say.
_____	6. After a conversation, I think about my performance.
_____	7. During a conversation, I am aware of when it is time to change the topic.
_____	8. When I first enter a new situation, I try to size up the event.
_____	9. Before a conversation, I mentally practice what I am going to say.

Source: Adapted by Roy J. Lewicki from R.L. Duran and B.H. Spitzberg, "Toward the Development and Validation of a Measure of Cognitive Communication Competence," *Communication Quarterly* 43 (1995), pp. 259–75. Used with permission.

(concluded)

Rating	Statement
_____	10. After a conversation, I think about what I said.
_____	11. Generally, I think about the consequences of what I say.
_____	12. Before a conversation, I think about what I am going to say.
_____	13. Generally, I study people.
_____	14. After a conversation, I think about what I could have said.
_____	15. When I first enter a new situation, I think about what I am going to talk about.
_____	16. Generally, I think about how what I say may affect others.
_____	17. During a conversation, I pay attention to how others are reacting to what I am saying.
_____	18. Generally, I am aware of people's interests.
_____	19. During a conversation, I think about what topic to discuss next.
_____	20. After a conversation, I think about what I have said to improve for the next conversation.
_____	21. Generally, I think about the effects of my communication.
_____	22. During a conversation, I know if I have said something rude or inappropriate.