

Collaborative Consultation Facilitator Skills Communication

Date _____

Current Status			Feature	Priority for Improvement		
Mostly	Usually	Rarely		High	Med	Low
			Communication Skill			
			1. Listens as much as or more than talks and hears the unstated as well as the stated			
			2. Stays focused and clear			
			3. Frames questions and statements to probe for specifics, gather data and information, validates concerns, summarizes status			
			4. Uses statements and questions that removes emotion, provides objective and non-judgmental context, clarifies behavior and concerns			
			5. Allows venting while using process to move conversation forward			
			6. Resists interrupting			
			7. Avoids trigger words, phrases and jargon			
			8. Resists rambling and over analysis			
			9. Is aware of own body language and non-verbal communication			
			10. Is aware of own verbal communication qualities of tone, volume and cadence			