



Office of the Ombuds

COMMUNICATION SKILLS CHECKLIST

1. If any of us has a question or concern about the other's intent or action, we will take time to step back and think about the situation before automatically making negative assumptions.
2. We will not judge each other adversely before going to the other person (at a mutually agreeable time and place) to do a reality check by asking questions to clarify the situation.
3. We will deal with the "little issues" before they become bigger issues.
4. We will be clear and direct without being confrontational in order to engage in the process of dialogue, which can often lead to creative ideas and solutions.
5. We will be aware that conflicts often result from misunderstandings regarding differences in communication styles. We will try not to take "style" personally, and instead look beyond the style of communication to the substance of what is being communicated.
6. We will give each other the benefit of the doubt by operating from the position that the other person has integrity and is in good faith.
7. If we encounter a situation or problem that we are unable to resolve satisfactorily ourselves, we will look for other resources or sources of assistance.