

## Evaluating social interactions: An evaluation tool

Use the prompts below to reflect on the outcomes and process of a social interaction.

Did the speaker communicate successfully, in terms of their own goals, or the goals of the group they represent?

1

### Knowledge and awareness of the audience

- Does the speaker...
  - ... show awareness of the level of understanding of the audience?
  - ... show awareness of the values, expectations and likely attitude of the audience?
  - ... pick up on others' cues indicating whether they can follow, or agree/disagree?
  - ... attune to others' values, goals, expectations and perspectives?

2

### Knowledge and awareness of self

- Does the speaker...
  - ... show awareness of how their emotional state influences their communication? Does the speaker adapt to this accordingly?
  - ... show awareness of how their values, expectations and interactional goals influence the way they communicate? Does the speaker take this into account in interaction with others?
  - ... show awareness of how their communicative choices come across to others? Does the speaker adapt the way they communicate accordingly?
  - ... Show open-mindedness about other people and their communicative practices?

3

### Communication skills

- Is the speaker...
  - ... giving signals indicating understanding/lack of understanding if and when necessary?
  - ... adapting to others' level of proficiency and/or understanding?
  - ... using language/jargon that is appropriate to the context and the audience?
  - ... willing and able to ask for clarification, if necessary?
  - ... flexible and able to adjust communicative choices, if and when necessary?
  - ... able to use strategies appropriate to the context, e.g. to show leadership, to be diplomatic, etc.?

4

### Action plan

- What can the speaker do to communicate more successfully in the future?
- How can they prepare?
- What resources will they need? Who can help them? Where can they find opportunities for practice?
- What can they do while the interaction is ongoing?