APPENDIX-III
### Communication skills Test

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<tbody>
<tr>
<td>1. My colleagues find it easy to understand what I say.</td>
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<td>2. In a conversation, if someone does not understand what I say, I repeat myself.</td>
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<td>3. I manage to explain my ideas clearly.</td>
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<td>4. I find it difficult to express my opinion when others do not share it.</td>
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<td>5. When I do not understand a question, I ask again.</td>
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<td>6. I find it difficult to comprehend what other people say.</td>
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<td>7. I find it easy to see things from someone else's point of view.</td>
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<td>8. I find it hard to express my feelings.</td>
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<td>9. I pretend to listen even if I am not actually paying attention.</td>
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10. I interrupt others when I feel that I have something relevant to say.

11. I can sense other person’s mood by looking at them.

12. When I know what the other person is about to say, I do not wait for them to complete their sentence.

13. I get so caught up in what I have to say that I become unaware of the listeners' expressions and reactions.

14. If someone points out my mistake, I do not hesitate from admitting it.

15. I find it easy to tell people under what I feel.

16. I am comfortable discussing tricky issues with others.

17. When I feel that I have harmed someone's feelings, I apologize.

18. I become defensive when I am being criticized.

19. I hesitate in displaying my anger.
20. I tend to jump to conclusions.

21. When I talk to someone, I try to put myself in other person’s shoes.

22. When someone has difficulty in finding proper words, I gladly help them by suggesting appropriate words to express themselves.

23. I raise my voice during a discussion without being aware of it.

24. I tend to speak more and do not give others enough opportunities to participate in the conversation.

25. I feel that people are intimidated by my presence.

26. I listen with interest when others have to say something.

27. It upsets me if someone disagrees with me, especially if the person does not possess experience.

28. When I make criticism, I ensure its constructive not personal.
29. I am able to resolve problems without losing control of my emotions.

30. I become aware of my emotional reactions during a conversation.

31. I tend to postpone discussing sensitive topics.

32. I am able to communicate comfortably with someone who hurts my feelings.

33. I express my disagreement with people even if they get angry with me.

34. While talking to people, I pay attention to the expression of the person in front of me.

35. I change the way I talk, depending on whom I am speaking to.

36. I express my opinions even if others disagree with me.