

Oral Communications Learning Program Self-Assessment

Instructions:

For each item below, read the scenario and indicate which answer is the **most effective** and which is the **least effective** in the box provided.

Scenario 1

You are asked to give a presentation to a group of coworkers on a topic that interests you. Before giving a presentation, you prefer to...

- A. Organize your thoughts in a logical, organized outline.
- B. Make a handout right before the presentation.
- C. Hone your skills as an extemporaneous speaker and just “wing it.”
- D. Listen to soothing music to help you relax.

Scenario 1 Answer

Most Effective	Least Effective

Scenario 2

You are asked to brief VA leadership on behalf of your project team. You are nervous because you want to make a good impression on everyone involved and represent your team well. You...

- A. Deliver the briefing and request that team members attend to help answer questions.
- B. Prepare to deliver the briefing and practice answering questions.
- C. Ask your supervisor to deliver the briefing with you.
- D. Ask team members to prepare the briefing for you.

Scenario 2 Answer

Most Effective	Least Effective

Scoring and Selecting Training

Follow the steps below to score your assessment and pick courses that can help you grow!

Demonstrates Effective Oral Communication Skills

These two scenarios focus on how you communicate orally. Strong oral communicators relate ideas and issues clearly and persuasively as appropriate for the audience. They seek feedback to make sure their listeners understand. Strong oral communicators also recognize how their non-verbal signals affect others and use positive non-verbal behavior like eye contact, facial expressions, gestures and posture.

Do you demonstrate these skills? To find out, compare your answers to the answer key below. Each correct answer is worth 1 point. Add your points together in the “Your Score” column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
1	A	C	
2	D	B	
<i>Total =</i>			

So how did you do? Whether you breezed through both questions or have some brushing up to do, training is available to help you grow. Use the table on the next few pages below to help you find a course that is right for you. Find a course within the total score category that you identified.

APPROPRIATE COURSES BASED ON SCORE (click on Blue course title for Link)	
SCORE 0-1	<p>Building Your Presentation For a presentation to be effective, it needs to have a sound structure. To ensure that your presentation has this structure, you should transform your ideas about its purpose, audience, and key points into notes and aids that will guide you. In this course, you'll learn how to write the key parts of a presentation so they're memorable and effective. You'll also learn how to select and use presentation and visual aids. Finally, you'll learn how to rehearse your presentation – a key step in building confidence for the real thing. NFED 4501213 Skillsoft .5 hrs on-line</p>
SCORE 0-1	<p>Designing Effective PowerPoint Presentations To be effective, a presentation has to capture your audience's attention and deliver a compelling message. In this course, you'll learn design principles for creating engaging presentations in PowerPoint 2016. You'll also learn how to ensure your message is clear and persuasive, and how to use sound, images, color, and styles to optimize the visual impact that a presentation has on your audience. This course is one of a series in the SkillSoft learning path that covers best practices when using PowerPoint 2016. NFED 4500960 Skillsoft .8 hrs on-line</p>

<p>SCORE 0-1</p>	<p>Planning an Effective Presentation Concern about the impact of a presentation can inspire presenters to raise their game, enabling them to get the desired results. A presentation can be immeasurably improved if the presenter devotes sufficient time and attention to planning. In this course, you'll learn how to define and understand your audience's characteristics, knowledge, needs, and responses. You'll also learn how to organize your presentation's timing, purpose, key points, and approach. Finally, you'll learn about different presentation methods and when they're most effectively used. NFED 4501212 Skillsoft .5 hrs</p>
<p>SCORE 0-1</p>	<p>Trust Building through Effective Communication Communication is most effective when you build and maintain the trust of the people you communicate with. In this course, you'll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience. NFED 4501217 Skillsoft</p>
<p>SCORE 0-1</p>	<p>Become a Great Listener When communicating, the response from the communication recipient is as important as the message that's given. When you're on the receiving end of a communication, you have the responsibility to be receptive and understand what was intended. This requires two essential skills: listening and questioning. In this course, you'll work on sharpening those skills, as well as getting yourself in the right receptive mind-set for communicating. NFED 4501219 Skillsoft</p>
<p>SCORE 0-1</p>	<p>The Art and Science of Communication There is a science behind communication, including how we react neuro-physiologically to others – their actions, words, tone, and body language. You can develop skills in connecting with others so that your communication intention is clear and understood. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. Interpersonal communication is complicated: there's more than just one conversation happening. There is what you're thinking and saying as well as what your audience is thinking and saying. This course will teach you the art and science of communication by discussing how to connect</p>

	<p>with your audience and how to enhance and strengthen that connection as you communicate. NFED 4501215 Skillsoft .3 hrs</p>
<p>SCORE 2-3</p>	<p>Conquering the Challenges of Public Speaking Being a competent public speaker allows you to showcase your work and communicate effectively. You won't convey your message – despite spending hours honing it – if you fail to engage your audience, handle audience challenges that arise, and tackle nerves and anxiety. This course explores methods for delivering an effective speech, such as making a good first impression and building rapport with your audience. It discusses techniques for handling challenges during a speech, such as reviving an audience's focus and handling difficult questions or hecklers. Finally, the course introduces strategies to overcome public speaking anxiety. NFED 4501277 Skillsoft .4 hrs on-line</p>
<p>SCORE 2-3</p>	<p>Getting Ready to Present - Challenge Series Are great presenters born or made? If they're made, how? What do you do to become skilled at presenting? The answer may simply be: prepare. Find out as much as you can about your audience, and clearly define your purpose. Then create great content that the audience will be interested in, and practice delivering it. This Challenge Series exercise explores how to prepare a relevant, focused, and engaging presentation. In it, the learner must get ready to present to an anxious audience at a critical juncture in a project. NFED 3813185 Skillsoft .3 hrs on-line</p>
<p>SCORE 2-3</p>	<p>Leading through Positive Influence An effective leader recognizes that organizational politics can provide positive ways to influence others in order to accomplish goals. Learning Objectives: Recognize key concepts related to the use of influence, Identify techniques for influencing people, Recognize examples of positive politics, Identify examples of negative politics, Recognize actions that use positive politics to create strong relationships, Identify examples of how to use positive politics to promote unifying goals, Use methods to positively influence employees. NFED 4501241 Skillsoft .5 hrs on-line</p>
<p>SCORE 2-3</p>	<p>Personal Power and Credibility Authority carries a certain type of power – typically position power. A person is granted the power and authority to meet goals and get results through a responsible job definition and accountability. The police officer that cites you for speeding. The financial manager that calls for an audit. The company manager that decides how to allocate the budget. People may comply, rebel, resist, or gripe about those in authority, but there is a reason and purpose for such positional</p>

	<p>power. On the other hand, most of the results that get accomplished in organizations come from the use of personal power and not solely reliant on direct authority. This is especially true in our work environments today, where information sources and networking contacts are accessible to all as means to results. But ultimately it comes down to personal credibility, influence, and political savvy. This course focuses on the power that comes with being credible and trustworthy NFED 4501158 Skillsoft .4 hrs</p>
<p>SCORE 4</p>	<p>Choosing the Right Interpersonal Communication Method to Make Your Point Today there are more communication methods than ever before. Choosing the right method for the situation can have a huge impact on how your method is received. The further you stray from communication methods that are rich in personal attributes, the more likely it will result in a one-way communication. In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across and leaving your audience feeling informed, enlightened, and engaged. NFED 4501218 Skillsoft</p>
<p>SCORE 4</p>	<p>Building Personal Power through Influence Along with being credible and trustworthy, you can get results without direct authority by using your influence. Effective influence skills are probably the biggest differentiator when getting results without authority. When you influence, you engage and enlist others in getting results – without necessarily having formal power. Influence is not about forcing or exerting – it's about getting people on your side for good reasons. Three ways to promote influence are through language/effective communication, reciprocity/exchanging 'currencies', and persevering through resistance. Course ID: 4501374 Skillsoft</p>
<p>SCORE 4</p>	<p>Capturing the Attention of Senior Executives Does your job require you to communicate critical information to senior executives? Perhaps you have opportunities to influence executive decision making, but don't know how best to deliver your message. In order to make the most of your communication with senior executives, you need to be prepared. In this course, you'll learn how to shape your message so it's communicated clearly. You'll also learn about the principles to follow when approaching communication with senior executives, as well as some important tips on how to build your credibility with those at the senior level. And finally, you'll explore how to approach and plan meetings with senior executives, and how to make your case, whether it's with an elevator pitch or a formal report. NFED 4501378 Skillsoft .5 hrs on-line</p>

<p>SCORE 4</p>	<p>Building and Managing Upward Relationships Positive working relationships yield knowledge, cooperation, and influence at all levels of your organization, and managing them should be one of your prime objectives. Nowhere is this more true, however, than with upward relationships, both with your boss and those higher. NFED 3476966 Skillsoft .3 hrs</p>
<p>SCORE 4</p>	<p>Leading through Positive Influence An effective leader recognizes that organizational politics can provide positive ways to influence others in order to accomplish goals. In this course, you will be guided through numerous methods and strategies for effectively influencing a team to accept your ideas. You'll be introduced to the importance of political awareness and the essential skills involved in using positive politics and avoiding negative politics when persuading others. You'll also have an opportunity to practice methods for influencing effectively and ethically. Course ID: 4501241 Skillsoft</p>
<p>SCORE 4</p>	<p>Planning Meetings Fit for Purpose Have you ever sat through a meeting that you felt was a waste of your time? Maybe the meeting wasn't relevant to you or it was just poorly run. Perhaps it lacked a clear purpose. The root cause of ineffective meetings is almost always poor planning. Meetings are among the most expensive forms of communication in today's business environment, so it's essential to make the investment worthwhile. This course outlines a process for preparing for effective meetings. NFED 4501160 Skillsoft .4 hrs on-line</p>
<p>SCORE 4</p>	<p>Running Meetings in Better Directions Have you ever attended a meeting that left you feeling frustrated? Perhaps the meeting was too long, unfocused, or dominated by arguments and disagreements. Not all meetings have to be like this. Meetings can be very productive; many issues can be resolved, and participants can feel grateful they attended. Whether it's a regular meeting or a task force meeting, the meeting leader should open the meeting with appropriate information and in the right tone. An effective meeting leader encourages full participation from the group to ensure the objectives are reached within the allotted time. To close the meeting, the leader summarizes the decisions arrived at and follows up on the actions that need to be taken. This course covers the skills and lessons that will help you to fulfill the key responsibilities of a meeting leader at each stage of a business meeting. NFED 4501379 Skillsoft .3 hrs on-line</p>
<p>SCORE 4</p>	<p>When Too Many Meetings Are Just Too Much This course is a 4 minute real-world, scenero-based video. While meetings are a necessary part of business, their frequency often becomes excessive. This Business Impact details the importance of ensuring that</p>

meetings are an effective use of the attendees' time. NFED 1325116 Skillsoft .7 hrs on-line

For Additional Oral Communication Resources, Including Courses, Books, and Audio Books, Please Refer to The Oral Communications Additional Resource Guide

