



Social Communication in the Workplace

Name: _____

Assessment Date: _____

Instructions: Complete the following assessment based upon your experiences in an employment experience, school-based vocational experience, community service or volunteer activity, extracurricular activity, group activities and assignments in the classroom, etc. Ratings are based on the level of independence with which you are able to perform the activities or skills as described below:

- **A rating of 1** (Never) is given when you do not perform the skill.
- **A rating of 2** (Sometimes) is given when you may require a reminder to perform the activity.
- **A rating of 3** (Most of the time) is given when you perform the skill mainly on your own without support or reminders, but not all the time.
- **A rating of 4** (Always) is given when you are able to perform the skill on your own, all the time.

| SCALE | | | | |
|---|---|---|---|---|
| Please check the number that most appropriately identifies the correct answer | | | | |
| | 1 | 2 | 3 | 4 |
| 1. A supervisor is a person who is in charge of certain aspects of a company and manages the work of other employees. Do I recognize who my supervisor is and respond to them in a respectful manner? | | | | |
| 2. Do I recognize that my supervisor is my boss and they can fire me from my job if my work is not satisfactory or if I behave inappropriately? | | | | |
| 3. Sometimes I may have a job coach or mentor assigned to help me at my job. That person is another person at my job who can give me instructions to follow. Do I recognize who is my job coach/mentor and do I respond to them in a respectful manner? | | | | |

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|---|--|--|--|--|
| 4. Do I try to follow the instructions of my job coach or mentor? | | | | |
| 5. Sometimes I will be working with co-workers who have more experience than me and have been with the company longer. I can go to an experienced co-worker to ask questions about my work or they may give me suggestions or instructions about my work. Do I recognize co-workers at my job who are experienced and who I can approach if I have questions? | | | | |
| 6. Do I recognize that I must be respectful to more experienced co-workers and follow their instructions? | | | | |
| 7. Sometimes I may need to communicate with customers at my job. Customers are always respected and treated well at a company. Do I understand that I must be respectful when I communicate with customers at my job? | | | | |
| 8. Do I try to help customers if they ask me questions or need my help? | | | | |
| 9. Do I understand that if I act disrespectful to a customer, my supervisor can fire me from my job? | | | | |
| 10. Am I able to determine when a teacher, supervisor, or co-worker is disappointed with my work? | | | | |
| 11. Do I ask for feedback from my teacher or supervisor if I am not sure about the quality of my work? | | | | |
| 12. If a supervisor, coach or experienced co-worker gives me negative feedback or tells me to change a way that I am doing something, do I correct my work and make the changes necessary? | | | | |

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|--|--|--|--|--|
| 13. If given negative feedback about my work, do I respond calmly to the information? | | | | |
| 14. If given negative feedback about my work, do I know who to discuss this with AFTER work? | | | | |
| 15. If given negative feedback, do I use that information to improve my future work? | | | | |
| 16. Do I follow the instructions that are given to me by my instructor/supervisor when completing a work task? | | | | |
| 17. If I have questions about the instructions or don't understand the instructions, do I know who to go to? | | | | |
| 18. If I do not know how to respond to a customer, do I know how to direct the customer to someone who can help? | | | | |
| 19. If a customer becomes angry or upset, do I know how to direct the customer to someone who can help? | | | | |



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