

Council of University Staff Assemblies
Communication Skills Checklist

- If any of us has a question of concern about another's intent or action we will take time to step back and think about the situation before automatically making assumptions and getting angry;
- 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;
- We will use our communication skills to deal with the "little issues" before they become "bigger issues:"
 - Open (direct, forthright) communication
 - Awareness of body language
 - Avoid inciting and accusing words ("always", "never");
- We will be clear and direct without being confrontational in order to engage in the process of dialog, which can often lead to creative ideas and solutions;
- We will give each other the benefit of the doubt by operating from the position that the other person has integrity and is communicating in good faith;
- 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.
- If we encounter a situation or problem that we are unable to resolve satisfactorily ourselves, we will bring it to the attention of Council leadership.