

Interpersonal Communication Rubric Student Leader Learning Outcomes (SLLO) Project

Name of Student:

Date Completed:

INTERPERSONAL COMMUNICATION OUTCOMES	<u>NOVICE</u>	<u>TRANSITION</u>	<u>INTERMEDIATE</u>	<u>TRANSITION</u>	<u>ADVANCED</u>
	Awareness or Base Level Knowledge	From Novice to Intermediate	Apply the concept somewhat	From Intermediate to Advanced	Intentional and Effective Application
Listening	Is consistently inattentive to others when they speak for a wide variety of reasons		Is occasionally inattentive to others when they speak; distracts others' listening		Is always attentive to others when they speak and is not distracted.
Context	Is unaware of the audience and makes no changes in language, demeanor, and delivery		May be aware of different individuals but makes little effort to change language, demeanor, and delivery		Is fully aware of the audience; changes language, demeanor, and delivery to best match the audience
Interruptions	Is consistently disruptive to others; interruptions interfere with delivery of message and clearly causes speaker problems		Interrupts others without their permission; interruption interferes with delivery of message and may or may not cause speaker problems		Interrupts others only with their permission; interruption helps delivery of message
Eye Contact	Does not face or maintain eye contact with the speaker; annoys speaker		Faces or maintains eye contact with the speaker; occasionally loses or removes eye contact distracting the speaker		Faces and maintains eye contact with those who are speaking without being a distraction

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Information Seeking	Exhibits little or no interest in information being shared; no information seeking questions are asked		Asks questions when he or she does not understand what is being said; many questions are not pertinent and do not allow the speaker to effectively communicate main ideas		Asks questions when he or she does not understand what is being said; questions are pertinent to main ideas
Voice	Speaks in a voice which is frequently difficult to understand due to poor tone, enunciation or pace even after listener requests to repeat message		Speaks in a voice which is generally understandable; sometimes tone, enunciation or pace interferes with message; needs prompting to modify delivery of message		Always speaks in an understandable voice, using clear tone, enunciation, and reasonable pace; message is clearly received
Clarity	Uses confusing words, terms, and/or examples which listener does not understand		Uses confusing words and terms; uses examples that, to a limited degree, help listener understand		Uses words, terms, and examples which others clearly understand
Empathy	Finds it difficult to accept others' feelings; does not understand others' motivations; shows no or little interest in others		Accepts others' feelings; does not understand others' motivations and shows no or little interest in seeking to understand others		Puts self in others' shoes; accepts and understands the feelings and motivations of others; takes steps to deepen understanding

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Participating in Conflict	Is unaware of language and behavior that may cause conflict with another person		Recognizes conflict but reacts emotionally and reflexively in a defensive manner or seeks to avoid solving the problem; personal bias is evident		Utilizes words and behaviors to prevent and/or minimize conflict in interactions with others
Mediating Conflict	Is unaware of the problem, an active participant in the conflict, or unwilling to intervene		Is aware of the conflict but is unable to resolve the situation; personal opinion is evident		Creates an environment where the parties can discuss issues and work out conflict proactively; does not choose sides

COMMENTS:

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