



helps children  
communicate

# TALK FOR WORK

Developing communication  
skills for the workplace

## Student Self-Rating Scale

Cut out each question on the Student Self-Rating Scale and create your own booklet. This gives less text on each page and makes it easier for the student to read.

# 1. Listening carefully

*In a small group, you can listen when someone's talking, without losing track or getting distracted.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
It's always hard to listen, even when it's quiet. ..... I switch off or mess about.	It's hard to listen when there's a lot of talking around me. ..... I switch off easily.	I'm OK at listening, even if it's quite noisy. ..... I'm better with short bits of information. ..... At times I get distracted.	I'm pretty good at listening but not for too long. ..... It's hard if it's noisy but I can usually concentrate.	I'm really good at listening to people even if it's noisy. ..... I can ask them things as they're talking.

# 2. Checking when confused or unsure

*When you get stuck, or when you haven't quite understood something – do you ask for help?*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I never ask for help. ..... I just try and carry on. ..... I quite often get it wrong.	If I don't understand I don't often ask for help. ..... If someone asks me if I need help, I ignore them.	I don't like asking for help. ..... If the teacher asks if I understand then I'll say if I'm a bit confused.	I can ask if I don't know what to do but it makes me a bit nervous. ..... I prefer it when teachers ask me if I understand.	I just ask straightaway if I don't understand. ..... I like to know exactly what we need to do so I can get on.

# 3. Remembering instructions

*When someone tells you to do something, you can take it all in and remember what to do.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I find remembering stuff really hard. ..... I have to be told again. ..... I often do the wrong thing.	I can remember what I have to do if it's short and simple. ..... Usually someone has to say it again to me.	I'm OK at remembering what I have to do. ..... If it's long or has hard words I get confused and may need help.	I usually remember what I have to do. ..... If it's really long and complicated I ask again just to be sure.	I always remember what I've been asked to do. ..... I might make a few quick notes to help me if there's a lot, so I don't forget.

## 4. Knowing words for work

*You can understand the complicated or unusual words you might hear when you get a job.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I wouldn't know any hard words if I got a job. ..... I'm not very good with words.	I know a few words to do with work like <i>office</i> or <i>workshop</i> . ..... I'm not very good at remembering new words.	I know some words about work like <i>salary</i> , <i>desk</i> , <i>filing cabinet</i> . ..... I do forget sometimes and have to ask again.	I know quite a lot of words about work and what people do. ..... I'm quite good at learning new words.	I know loads of words about all sorts of work and the jobs people do. ..... I like learning words and remember them easily.

## 5. Explaining things clearly

*When you have an idea or when something happens, you can explain it to someone – and it's easy for them to understand.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I find it hard to explain things to people. ..... I'm better if I can show them what I've done.	I'll try to explain things to people. ..... I can get in a muddle, and they say 'What are you talking about?'	I'm OK at explaining things to people. ..... If it's a long story then I may get a bit muddled.	I'm good at explaining what I've been doing. ..... I might not get it quite right if it's complicated.	I like explaining about what I've been doing. ..... People say I'm good at it and it's interesting.

## 6. Speaking clearly

*This is about how easy it is for people to understand when you're talking.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I find talking difficult. ..... I always have to say things again and again to people.	My family and friends know what I'm saying. ..... But if I go in a shop they keep asking me to say it again; I'm not sure why.	My family and friends understand me OK. ..... But if I'm out I know I've got to try harder so people will know what I'm saying.	Most people know what I'm saying. ..... If they don't I'll say it in a different way so they understand me.	Everybody seems to understand everything I say. ..... I don't have any problems with this.

## 7. Confident talking to unfamiliar people

*When you're in a new situation, with people you don't know, you feel brave about talking to adults or other students.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I don't like talking with people I don't know. ..... I just stay quiet and don't say anything.	I don't really like talking with people I don't know. ..... I stay quiet. ..... If someone talks to me then I'll try and talk back.	I like talking but I'm a bit shy with new people. ..... I don't always know what to say, but I'll try.	I like talking to people. ..... If I don't know them, I'll go over to talk with them, but I'll be a bit nervous.	I really like talking to all sorts of people wherever I am. ..... If I don't know them I just go over and chat.

## 8. Changing style of talking

*You can change the way you talk to different people – like being jokey or being serious – depending on who you're talking to.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I just talk to everyone the same. ..... If people don't like it, it's their problem.	I know I should think about who I'm talking to, and what words I use. ..... It doesn't work. ..... I'm always a bit silly – that's just the way I am.	I know I should think about who I'm talking to, and what words I use. ..... I do try but sometimes I forget and mess it up.	I know I should think about who I'm talking to, and what words I use. ..... I usually get that sort of thing right.	I know how to change the way I talk with different people. ..... I always get it right. ..... I know when it's best not to make a joke.

## 9. Working in a team

*How you get on with people when you have a task or a game to play.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I don't really like doing things in groups, even with friends. ..... Other people annoy me and we end up arguing.	I like to work on my own. ..... It's OK in a group if I'm with someone I know. ..... They can explain things and keep me calm.	I like being by myself but I'm OK in a group too. ..... I sometimes need reminding to listen to other people's ideas.	I work well in a group. ..... I don't often say much but I get on with doing things and listen to other people.	I really like it when we work in a group. ..... I have lots of ideas and don't mind if it's me in charge or someone else.

## 10. Being friendly and approachable

*How you are with people and whether people find it easy to be with you or talk to you.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I don't really like being with people or chatting much.	I try to be friendly and chatty with people but it doesn't always work. I get a bit annoyed with them.	I'm quite friendly and chatty with people. I'm shy with new people until I get to know them.	I'm friendly and happy to talk to anyone. I still find it difficult to go up and chat to someone I don't know.	I really like people and will go up and talk with anyone, even if I don't know them.

## 11. Using good non-verbal skills

*This isn't talking, but it's important stuff for communicating. Things like eye contact, knowing how close to stand next to someone and knowing when to interrupt.*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I'm not very good with people. I seem to get into trouble with them or have an argument.	Sometimes I can get on quite well with people. I don't always know why they get a bit cross with me sometimes.	I get on with my family and friends and I know when they're joking. I don't get what's going on with some people.	I get on well with most people. With new people I don't always know how they're feeling.	I get on really well with everyone I meet and they like to be with me. I feel very relaxed with people around me.

## 12. Looking interested when people are talking

*This is about the feedback you give to people – do you sound or look interested in what people are saying?*

1. Very difficult	2. Difficult	3. OK	4. Easy	5. Very easy
I keep myself to myself and don't talk much. Sometimes people ask me if there's anything wrong.	With my family and friends I'll smile and nod when they talk. I'm not bothered about other people.	I always look like I'm interested in what my family and friends say to me. I'm quite shy and don't really chat with people.	I show a lot of interest in what most people say. I always look at them and smile, and try and ask a question.	I always show people I'm really interested in what they're saying. It's a polite thing to do. I try to do it all the time.