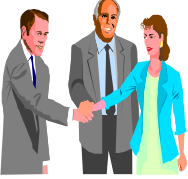


The E.A.R. Assessment System and the SCANS Interpersonal Communication Competencies

<p style="text-align: center;">SCANS ></p> 	<p>Participates as team member: <i>Works cooperatively with others and contributes to group efforts with ideas, suggestions, and effort.</i></p>	<p>Teaches others: <i>Helps others learn needed knowledge and skills.</i></p>	<p>Serves clients, customers: <i>Work and communicate with clients and customers to satisfy their expectations.</i></p>	<p>Exercises leadership: <i>Communicates thoughts, feelings, and ideas to justify a position, encourage, persuade, convince, or otherwise motivate an individual or groups, including challenging existing procedures, policies, or authority.</i></p>	<p>Negotiates to arrive at a decision: <i>Works towards an agreement that may involve exchanging specific resources or resolving divergent interests.</i></p>	<p>Works with cultural diversity: <i>works well with men and women and with people from a variety of ethnic, social, or educational backgrounds.</i></p>
<p>Effectiveness: <i>Idea development, use of language, and the organization of ideas are effectively used to achieve a purpose; idea development is specifically suited for oral rather than written communication; and the nonverbal presentation is consistent with the verbal message.</i></p>	<ul style="list-style-type: none"> - Presents ideas in organized, concise manner. - Offers ideas related to group purpose / goals. - Supports contributions with facts, examples, etc. - Uses precise language. - Expresses ideas with energy, confidence. 	<ul style="list-style-type: none"> - Presents knowledge / skills in organized, clear manner. - Supports information with relevant examples. - Demonstrates how to apply information. - Summarizes main ideas as needed. - Uses concrete language. - Expresses ideas with energy, confidence. 	<ul style="list-style-type: none"> - Presents information in organized, clear manner. - Supports w/ facts, and examples as warranted. - Uses language effectively. - Expresses desire to serve through vocal tone, eye contact, posture, clothing, etc. 	<ul style="list-style-type: none"> - Presents position in organized, clear manner. - Provides evidence of need for proposal. - Supports proposal with evidence, examples, facts, reasoning, etc. - Uses credible sources and accurate information for support of ideas or position. - Uses vivid language. - Expresses personal conviction through vocal tone, style, facial expressions, etc. 	<ul style="list-style-type: none"> - Presents common problem in organized, clear manner. - Identifies personal biases, attitudes, interests. - Provides support or identifies resources, information, etc. for decision-making. - Offers ideas, possible resolutions. Uses precise language. - Expresses ideas with conviction and consideration. Uses positive tone. 	<ul style="list-style-type: none"> - Presents, develops, and organizes ideas in a manner that is most effective for audience. - Considers type of support (analogies, facts, statistics, etc.) for greatest effect with audience. - Uses language effectively. - Expresses desire to communicate through tone of voice, posture, etc.
<p>Appropriateness: <i>Idea development, use of language, and the organization of ideas for a specific audience, setting, and occasion are appropriate; the nonverbal presentation of ideas is appropriate for a particular audience, setting, and occasion; and respect is demonstrated for the audience and the speaker through verbal and nonverbal behaviors.</i></p>	<ul style="list-style-type: none"> - Connects ideas to interests of group. - Contributes and responds with courtesy and tact. - Uses familiar, concrete, and socially appropriate language. - Shows respect through behaviors such as turn-taking, maintaining eye contact w/ all group members, etc. 	<ul style="list-style-type: none"> - Connects by using examples that relate to common experiences. - Selects most appropriate visual aids, hand-outs, technical support, etc. for learner and teaching purpose. - Uses familiar, concrete, respectful language. - Chooses a communication style that reflects learners' needs and expectations. - Shows respect through courteous behaviors. 	<ul style="list-style-type: none"> - Connects with the customer by identifying needs, interests. - Uses language familiar to customer. - Shows respect through language and behaviors consistent w/ customer and business expectations. 	<ul style="list-style-type: none"> - Connects proposal to needs of audience. - Uses examples that are relevant and meaningful to audience. - Uses familiar, concrete language. - Chooses clothing and communication style appropriate for audience. - Shows respect and sensitivity to opposing ideas by presenting ideas in a tactful manner. 	<ul style="list-style-type: none"> - Connects with others by identifying their needs, interests. - Offers solutions that are mutually satisfying. - Uses familiar, concrete language. - Shows respect / regard for the people involved through language, turn-taking, and nonverbal signals such as relaxed posture, appropriate eye contact, vocal tone, etc. 	<ul style="list-style-type: none"> - Connects by offering topics or examples that are interesting and relevant to different audience groups. - Uses familiar, tactful language. - Shows respect through verbal and nonverbal behaviors for norms, language, and customs of different groups.
<p>Responsiveness: <i>Ideas, organization, or delivery style may be modified based on verbal / nonverbal feedback from the audience; the speaker keeps the audience interested and engaged in the message; and the speaker / audience demonstrates active verbal / nonverbal listening behaviors.</i></p>	<ul style="list-style-type: none"> - Builds on or links with contributions of others. - Clarifies ideas based on feedback. - Demonstrates active listening by asking questions, paraphrasing, summarizing, maintaining eye contact, nods, affirming, etc. 	<ul style="list-style-type: none"> - Builds on contributions of learners. - Clarifies information based on feedback. - Encourages questions and discussions. - Engages learners in applications. - Checks for learner understanding. - Demonstrates active listening by paraphrasing, summarizing, and paying attention. 	<ul style="list-style-type: none"> - Identifies needs of customers by asking questions, listening actively. - Clarifies information based on feedback. - Works with customer to identify solutions to problems. - Demonstrates active listening. 	<ul style="list-style-type: none"> - Encourages and responds thoughtfully to questions. - Clarifies position or ideas based on verbal / nonverbal feedback. - Considers alternative points of view; analyzes new information in light of proposal. - Demonstrates active listening by paraphrasing, summarizing, and paying attention. 	<ul style="list-style-type: none"> - Identifies needs of others by asking questions, listening actively. - Clarifies information based on verbal / nonverbal feedback. - Demonstrates active listening by asking clarifying questions, paraphrasing, summarizing, and paying physical attention. 	<ul style="list-style-type: none"> - Asks others questions rather than making assumptions. - Clarifies communication based on feedback. - Seeks to understand different points of view, ways of thinking, viewing. - Demonstrates active listening by asking questions, paraphrasing, paying attention, etc.