TABLE 14-4 The sixteen items of the Communication Effectiveness Index (CETI)

Please rate ________’s performance for each particular communication situation.

1. Getting somebody’s attention
2. Getting involved in group conversations that are about him or her
3. Giving yes and no answers appropriately
4. Communicating his or her emotions
5. Indicating that he or she understands what is being said to him or her
6. Having coffee-time visits and conversations with friends and neighbors (around the bedside or at home)
7. Having a one-to-one conversation with you
8. Saying the name of someone whose face is in front of him or her
9. Communicating physical problems such as aches and pains
10. Having a spontaneous conversation (i.e., starting the conversation and/or changing the subject)
11. Responding to or communicating anything (including yes or no) without words
12. Starting a conversation with people who are not close family
13. Understanding writing
14. Being part of a conversation when it is fast and there are a number of people involved
15. Participating in a conversation with strangers
16. Describing or discussing something in depth