

HOW GOOD ARE YOUR LISTENING SKILLS?

Evaluate each statement and place an X in the box which resonates the most with you when you are listening. Please remember to answer as you are, rather than as you think you should. Please answer the following:

Question	Rarely	Sometimes	Often	Very often
1 To be more productive, I respond to emails and instant messages while I'm speaking to people on the phone				
2 I repeat points back during a conversation to clarify my understanding of what the other person is saying				
3 When people speak to me about sensitive subjects, I try to put them at ease				
4 I feel uncomfortable with silence during conversations				
5 As I listen, I compare the other person's viewpoint with my own				
6 To get people to elaborate on their point, I ask open questions – What, when, why, how etc.				
7 When someone is speaking to me, I nod and say things like "OK" and "uh-huh" occasionally				
8 I play "devil's advocate" to prompt responses from the other person				
9 I catch myself asking leading questions to encourage the other person to agree with my viewpoint				
10 I interrupt people so that I can check that they agree with my point of view				
11 When people speak to me, I stay completely still so that I don't distract them				
12 I try to read the other person's body language as I listen				
13 If the other person is struggling to explain something, I jump in with my own suggestions				
14 If I'm busy, I let others talk to me if they're quick				
15 When I listen, I often try to anticipate what the person is going to say next				