

Listening Awareness Self-Assessment

How well do you really listen? Before going further in this chapter, take a moment to respond objectively to the following statements by placing a check mark in the appropriate column. Key: A=Always O=Often N=Never

A O N

- | | | | |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. I focus all my attention on the speaker when conversing. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2. I consciously look for issues or action items during conversations. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. I avoid planning my next remarks until after I have heard the entire message. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4. I approach conversations with interest and a desire to truly listen. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5. I avoid letting my emotions get in the way of my listening. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. I avoid daydreaming as I listen. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. I try to put myself in the speaker's place and empathize with what he or she is saying. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. To avoid jumping ahead in the conversation, I avoid assumptions about what someone will say. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9. I feed back, in my own words, what I heard the speaker say in order to verify my understanding of the message. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10. I check my understanding of a speaker's meaning by asking for clarification of words or comments I do not understand. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11. I use a variety of techniques to stay focused while someone speaks. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 12. I make eye contact or look at the person as he or she speaks. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 13. I consciously think about how someone might respond to what I say. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 14. I allow the speaker to present his or her ideas even when I am emotional about the topic. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 15. I do not let other sounds or activities distract me as I listen. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 16. I listen objectively and don't judge the speaker. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 17. When appropriate, I take notes as I listen. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 18. I listen for ideas and concepts, and not just details or facts. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 19. I select a location that provides the best environment for effective listening and limits distractions. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 20. I observe and evaluate the speaker's physical posture and gestures as he or she speaks. |

If you did not rate yourself with an "A" for always in each instance, reflect on your weak areas and focus on strategies for improvement in those areas as you go through this chapter.