**Rate Your Listening Skills**

1. **Never 2-Seldom 3-Sometimes 4-Often 5-Always**

Choose an item. I listen to understand, rather than to prepare a response while the other person is speaking.

Choose an item. I listen without interrupting.

Choose an item. I listen for main ideas instead of trying to remember all the facts.

Choose an item. I question the speaker about any perceived assumptions that are misrepresented as facts.

Choose an item. I maintain eye contact and resist looking away from the speaker.

Choose an item. I nod or smile to show I am interested and paying attention.

Choose an item. I watch the speaker’s body language.

Choose an item. I pay attention to ensure the speaker’s facial expressions and gestures match their words.

Choose an item. I ask probing questions to get pertinent information.

Choose an item. I try to draw out thinking to obtain another’s point of view, instead of supplying answers.

Choose an item. I ask clarifying questions.

Choose an item. I let others speak first so I can respond initially with a point of agreement.

Choose an item. I listen to reexamine my position.

Choose an item. I patiently let an emotional person unwind before I jump in.

Choose an item. I listen respectfully and nonjudgmentally.

Choose an item. I listen supportively so that I can offer good feedback.

Choose an item. I listen to myself, considering how I probably sound to others.

Choose an item. I am aware of my tone and tempo.

Personal Reflection:

Which aspects of listening do you feel you most skilled?

Click or tap here to enter text.

Which listening skills do you need to focus on improving?

Click or tap here to enter text.

**Pro Tips**

* If you think you’re under attack, listen for the reason behind the attack. You don’t have to agree. You can acknowledge without arguing, “Of course you feel you should get what you want, however…” Or, if yours was an unintentional offense, this can easily be corrected.
* If you interrupt the speaker, you’re not hearing the entire message. Listen to learn what’s important to others. What exactly do they want to know? Then that’s what you’ll emphasize when it’s your turn to talk. Your aim is to link their goal with yours.
* Try nonthreatening clarifying questions such as: “I don’t quite understand. How would that alter…?” or “Would I be correct if I said that your position is one of…?”
* Allowing others to speak first, then you can raise concerns or explain without making excuses.
* Be open to reexamining your position, maybe there could be a better way and you’ll want to improve your stand. Or, maybe some ideas could be combined. Listen for a common thread that could link both points of view or help you arrive at a consensus.
* People who are angry or upset don’t absorb that you’re saying, don’t interrupt someone who is having an emotional response.
* If you want others to open up, they have to feel that you honestly want to learn what they’re thinking and won’t pounce on them for what they tell you.
* Concentrate on how you can help promote the other person’s agenda—not to enhance the ego, but to get the desired results.