



## LEAD to Succeed Listening Habits Assessment

Section 6: 1.15

This activity will help you assess your listening skills. Please answer all the questions.,

Remember, there are no right or wrong answers! The result of this self-assessment is to reflect on your listening habits and how you can improve.

When answering each question, it is best for you to reflect on how you interact with a co-worker or supervisor in a one-on-one conversation. Keep that person in mind as you answer each question.

Circle your answer for each question and tally up your scores: Please add up your scores based on the following key:

Question	Usually	Sometimes	Seldom
1. I maintain eye contact when having a conversation with a coworker or supervisor.	3	2	1
2. I determine whether or not my coworker or supervisor's ideas are worthwhile solely based on their appearance and delivery.	1	2	3
3. I try to understand the message from the other person's point of view.	3	2	1
4. I listen for specific facts rather than for the big picture.	1	2	3
5. I listen for factual content and the emotion behind the literal words.	3	2	1
6. I ask questions for clarification and understanding.	3	2	1
7. I withhold judgment on what someone is saying until they are finished talking.	3	2	1
8. I make a conscious effort to evaluate the logic and consistency of what is being said.	3	2	1
9. While listening, I think about what I am going to say as soon as I have my chance.	1	2	3
10. I try to have the last word.	1	2	3
<b>Column Totals</b>			

		Final Score	
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# For Facilitator Only

Good Listener: A score of 27 or higher

Good Listener but Could Improve: A score of 22 to 26

Improvement is needed: A score below 22

## Listening Habits Handout

### 1. Pay Attention

Give the speaker your undivided attention and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.

- Look at the speaker directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal.
- Avoid being distracted by environmental factors. For example, side conversations.
- "Listen" to the speaker's body language.

### 2. Show That You're Listening

Use your own body language and gestures to show that you are engaged.

- Nod occasionally.
- Smile and use other facial expressions.
- Make sure that your posture is open and interested.
- Encourage the speaker to continue with small verbal comments like yes, and "uh huh."

### 3. Provide Feedback

Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect on what is being said and to ask questions.

- Reflect on what has been said by paraphrasing. "What I'm hearing is..." and "Sounds like you are saying..." are great ways to reflect back.
- Ask questions to clarify certain points. "What do you mean when you say..." "Is this what you mean?"
- Summarize the speaker's comments periodically.

## 4. Defer Judgment

Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.

- Allow the speaker to finish each point before asking questions.
- Don't interrupt with counter arguments.

## 5. Respond Appropriately

Active listening is designed to encourage respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting her down.

- Be candid, open and honest in your response.
- Assert your opinions respectfully.
- Treat the other person in a way that you think she would want to be treated.

## Key Points

It takes a lot of concentration and determination to be an active listener. Old habits are hard to break, and if your listening skills are as bad as many peoples are, then you'll need to do a lot of work to break these bad habits.

There are five key techniques you can use to develop your active listening skills:

1. Pay attention.
2. Show that you're listening.
3. Provide feedback.
4. Defer judgment.
5. Respond appropriately.

Start using active listening techniques today to become a better communicator, improve your workplace productivity, and develop better relationships.



How to use this:

## **Section 7: Developing Listening Techniques**

True or False Questions 1.4 – 1.15

1. Did you try to get out of having this conversation?
2. Did you think that your line of thinking should be obvious to the other person?
3. Did you blame the other person for the problem at hand?
4. Did you find yourself continually repeating your view or responding with things like “yes, but” in your attempt to convince the other person?
5. Did you assume that if you provided enough evidence, the other person would see your perspective?
6. Did you feel like you had to win the disagreement in order for your ideas to be implemented?
7. Did you believe it was essential to avoid an upsetting situation?
8. Did you feel that you had the most accurate perspective on the problem at hand?
9. Did you believe that the other person had ill intent toward you?
10. Did you privately think that the other person was ill-prepared for this conversation or meeting or that the person lacked sufficient knowledge about the problem at hand?

***True to any of these, are examples of negative thinking routines.***

## **Section 8: Productive Listening**

True or False Questions 1.3 – 1.12

1. Did you consider the possibility that the other person might be relying on information that you are not aware of?
2. Did you try to find out what needs and concerns the person had that you didn't have?
3. Did you wonder how your decisions, actions, or comments might have impacted others in a way other than what you had intended?
4. Did you invite the other person to challenge your viewpoint or identify information that you might be missing?
5. Do you believe the person was well-intentioned but unaware of how his or her behavior affected you?
6. Did you assume that the other person's position was just as rational as yours?
7. Did you assume that the other person was strong enough to hear your concerns about his or her actions, decision, or comments?
8. Did you ask questions of the other person in order to learn more about his or her way of thinking?
9. Do you believe that the other person wanted to learn from his or her mistakes?
10. Did you share the thinking behind your position, including the data you were looking at and your interpretation of that data?

***True to any of these are examples of productive thinking routines.***

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