# HOW GOOD ARE MY LISTENING SKILLS?

Reflect on how you generally feel, think, and act before, during, and after a speech or presentation and rate each of the below 30 statements as one of these (a) Strongly disagree (b) Disagree (c) Sometimes Disagree Sometimes Agree (d) Agree (e) Strongly agree

- I don't waste time in repeating points back during a conversation to clarify my understanding of what the other person is saying.
- When people speak to me about sensitive subjects, I step back and distance myself emotionally to put them at ease.
- To get people to be specific on their point, I ask closed questions (ones that can be answered with "yes" or "no").
- When someone is speaking to me, I don't distract them by nodding and saying things like "OK" and "uh-huh" occasionally.
- I play "devil's advocate" to prompt responses from the other person.
- I catch myself asking leading questions to encourage the other person to agree with my viewpoint.
- I interrupt people.
- When people speak to me, I stay completely still so that I don't distract them.
- I try not to read the other person's body language as I listen.
- If the other person is struggling to explain something, I jump in with my own suggestions.
- If I'm busy, I let others talk to me as long as they're quick.
- To be more productive, I respond to emails and instant messages while I'm speaking to people on the phone.
- I feel uncomfortable with silence during conversations.

- As I listen, I compare the other person's viewpoint with my own.
- I ask people to repeat something because I wasn't paying attention, then get distracted while they repeated themselves again.
- I don't ask too many questions when someone is speaking.
- I tend to avoid contact when someone is interrupting me so that they will take a hint and walk away.
- I try not to assume to recognize the emotion under the speaker's words.
- I assume a certain level of understanding in my listeners when speaking.

Mark a 5 for each Strongly disagree, 4 for Disagree, 3 for Sometimes Disagree Sometimes Agree, 2 for Agree, and 1 for Strongly agree

A lower score depicts lower ability to listen effectively while a higher score depicts more effectiveness in listening skills

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