



PERSONAL CHALLENGE

How often do you...



- Make eye contact with the speaker
- Rephrase the comments and ideas back to the other person
- Pay attention to his or her facial expressions, hand gestures, posture and other physical cues
- Smile, nod or give other physical cues in response
- Ask follow-up or probing questions to gain clarity or get more information
- Listen to understand, rather than just to respond
- Ask if the speaker has more they want to say
- Summarize key points & close the loop

_____ Total # of

How often do you...



- Anticipate what the other person will say next
- Think about issues not related to the conversation
- Plan what you are going to say next
- Interrupt to make a point or to comment
- Prepare a response to a prior comment instead of listening
- Enter a conversation in a defensive mode rather than a curious one
- Allow your tone of voice to go unchecked or to go negative
- Raise your voice

_____ Total # of

Score Box

Totals:

 -

 =

zero or below

4

8



bad listener
a lot of improvement needed



average listener
some improvement needed



great listener!
keep up the great work!

What is one action you can focus on, starting now, to become a better listener?