



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



**average listener**  
some improvement



**great listener!**  
keep up the great

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