

# Active Listening



Start this active listening exercise with the two pages self-test. Do not allow discussion among participants.

When everyone is done, pass out the answer page so everyone can score themselves individually. Tell them ahead of time, we won't talk about the scores, and the scores are their own to reflect on. Explain to them that this is not a test, but a form to evaluate themselves on how actively they listen.

## PERSONAL ANALYSIS OF LISTENING HABITS

**When you are in a communication situation where you have a listening responsibility, do you:**

	Questions	Most the time	Sometimes	Seldom
1	Position yourself to see and hear the other person (s) clearly?			
2	Try to keep an eye on what's going on elsewhere in the room?			
3	Continually reflect mentally on what the speaker is trying to say?			
4	Develop your response while the other person is speaking?			
5	Suspend judgment of the person's appearance and delivery?			
6	Interrupt to make your point when you disagree?			
7	Examine your thoughts for bias that may influence your reception of the other person's message?			
8	"Turn off" the other person(s) because you dislike him?			
9	Keep your mind open to new ideas or variations of old themes?			
10	React quickly and vigorously to the subject or topic?			

11	Focus on the importance of the message and repeat key concepts?			
12	Feel the need to have the last word?			
13	Listen to the feelings being expressed to better understand the other person's comments?			
14	Let your emotions influence the real message the other person?			
15	Maintain frequent eye contact with the other person?			
16	Assume you know what the other person is going to say before he says it?			
17	Are you ready to take action when what you hear justifies such action?			
18	Do you doodle, read, or make phone calls during a presentation?			
19	Do you, by word or gesture, encourage the speaker to go on to make sure you get the whole story?			

How to score the personal analysis of listening habits:

All **even** numbered questions are scored:

0 points for "Most of the time"

5 points for "sometimes"

10 points for "Seldom"

All **odd** numbered questions are scored:

10 points for "Most of the time"

5 points for "sometimes"

0 points for "Seldom"