

Techniques that **I need to work on** while listening:

- 5 = Not at all (I do this easily and naturally every time)
- 4 = To a small extent (I do this most of the time)
- 3 = To a moderate extent (I do this about half the time)
- 2 = To a great extent (I can do this, but I often forget)
- 1 = To a very great extent (I find this very difficult to do)

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| 5 4 3 2 1 | 1. | Giving my full, undivided attention to the other person. |
| 5 4 3 2 1 | 2. | Turning my body to face the speaker squarely. Muting my phone and minimizing any work on my computer. Closing a door or moving to a quiet area. If the time is not sufficient, scheduling a more appropriate time. |
| 5 4 3 2 1 | 3. | Paying attention to the speed, pitch, tone, loudness and softness of the voice. Listening to understand from the speaker's point of view. |
| 5 4 3 2 1 | 4. | Focussing my thinking so that I am completely present and able to listen in a non-judgemental, neutral way |
| 5 4 3 2 1 | 5. | Being able to quiet my own point of view and resist the temptation to ask questions or to give advice before I have fully understood the other person's point of view. |
| 5 4 3 2 1 | 6. | Demonstrate to the speaker that you are following closely by paraphrasing the essence of what you understand the speaker has said at least twice before asking an open-ended question. |
| 5 4 3 2 1 | 7. | Remaining silent, but attentive, so that the speaker can explore the range and depth of his or her thoughts. |
| 5 4 3 2 1 | 8. | Asking occasional, open-ended questions that focus on the speaker's perspective. Doing this to clarify my understanding and encourage the speaker without directing the conversation. |
| 5 4 3 2 1 | 9. | When the speaker has finished, summarizing back to the speaker what I understand has been said without judgement and without slipping in any advice. |

Your total score _____(Higher numbers mean you are listening well now) Top score 45

The part of listening well I would most like to improve is _____
