

# Listening Skills



## Activity – How well do you listen?

*Tick the 'Yes' or 'No' box for each of the questions below*

- |    |                                                                                                                                          |      |                          |
|----|------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------|
| 1  | Do you remain attentive while listening?                                                                                                 | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 2  | Do you concentrate on what is being said and not the person themselves?                                                                  | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 3  | Do you avoid distractions and background activity or noise?                                                                              | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 4  | Do you maintain discrete eye contact, not staring?                                                                                       | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 5  | Do you try to butt-in or talk over the top of the person?                                                                                | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 6  | Do you encourage the person to talk?                                                                                                     | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 7  | Do you encourage the person by nodding your head or brisk verbal acknowledgement of what they are saying?<br>(Yes, I see..., OK..., etc) | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 8  | Do you use open questions to keep them talking?                                                                                          | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 9  | Does your body language display your interest in what they are saying?                                                                   | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 10 | Do you seek permission first and then take notes?                                                                                        | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 11 | Do you allow the person to relax and talk naturally and openly?                                                                          | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |
| 12 | Do you try to think of what you are going to say, instead of listening to the person?                                                    | Yes? | <input type="checkbox"/> |
|    |                                                                                                                                          | No?  | <input type="checkbox"/> |

- |    |                                                                                         |      |                          |
|----|-----------------------------------------------------------------------------------------|------|--------------------------|
| 13 | Do you listen between their words, for what they are not saying?                        | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 14 | Do you understand what they are actually saying; is your perception the same as theirs? | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 15 | Do you use questions to clarify the true meaning of what they said?                     | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 16 | Do you show them that you have empathy with both them and their words?                  | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 17 | Do you paraphrase both their words and thoughts for clarity?                            | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 18 | Do you summarise your understanding at the end of the interaction?                      | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 19 | Do you tell the person what action you will be taking in relation to the conversation?  | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |
| 20 | Do you clarify what action that the person now requires you to take?                    | Yes? | <input type="checkbox"/> |
|    |                                                                                         | No?  | <input type="checkbox"/> |

If you ticked the YES to 10 or less questions, your listening skills do need improving.

If you ticked the YES box in 11 to 15 questions your listening skills are good but keep improving them.

If you ticked the YES box in 16 or more questions you have excellent listening skills but make sure you keep doing the things that got you to that level.